Nortel Mobile Communication 3100 Series Portfolio

Nortel Mobile Communication Client 3100 for Windows Mobile Dual Mode

User Guide

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New in this release

The following sections detail what is new in Mobile Communication Client 3100 for Windows Mobile Dual Mode.

Features

MC 3100 Release 2.1 does not introduce new software for the Mobile Communication Client 3100 for Windows Mobile Dual Mode; you use the Release 2.0 software. For information about the Mobile Communication Client 3100 for Windows Mobile Single Mode, see *Nortel Mobile Communication Client 3100 for Windows Mobile Single Mode User Guide* (NN42030-107) and *Nortel Mobile Communication Client 3100 for Windows Mobile Single Mode Quick Reference Card* (NN42030-108).

Other

This document is renamed from Nortel Mobile Communication Client 3100 for Windows Mobile User Guide to Nortel Mobile Communication Client 3100 for Windows Mobile Dual Mode User Guide to differientiate it from the new MCC 3100 single-mode client introduced in Release 2.1.

Revision history

May 2008	Standard 02.01. This document is issued to support Nortel Mobile Communication Client 3100 for Windows Mobile Dual Mode in MC 3100 Release 2.1.
November 2007	Standard 01.04. This document is upissued to support the Nortel Mobile Communications 3100 Series Portfolio on Nortel Communication Server 1000 Release 5.0 and Multimedia Communication Server 5100 Release 4.0. This document includes a statement that you must use handsfree operation or a headset to make or receive WiFi calls on all supported mobile devices except HTC TnTN.

October 2007	Standard 01.03. This document is upissued to support the Nortel Mobile Communications 3100 Series Portfolio on Nortel Communication Server 1000 Release 5.0 and Multimedia Communication Server 5100 Release 4.0. This document includes a statement to install the application on the memory device.
September 2007	Standard 01.02. This document is upissued to support the Nortel Mobile Communications 3100 Series Portfolio on Nortel Communication Server 1000 Release 5.0 and Multimedia Communication Server 5100 Release 4.0. This document includes updates for technical content based on CR Q01743143 -01.
September 2007	Standard 01.01. This document is issued to support the Nortel Mobile Communications 3100 Series Portfolio on Nortel Communication Server 1000 Release 5.0 and Multimedia Communication Server 5100 Release 4.0.

How to get help

This chapter explains how to get help for Nortel products and services.

Getting help from the Nortel Web site

The best way to get technical support for Nortel products is from the Nortel Technical Support Web site:

www.nortel.com/support

This site provides quick access to software, documentation, bulletins, and tools to address issues with Nortel products. From this site, you can:

- download software, documentation, and product bulletins
- search the Technical Support Web site and the Nortel Knowledge Base for answers to technical issues
- sign up for automatic notification of new software and documentation for Nortel equipment
- open and manage technical support cases

Getting help over the phone from a Nortel Solutions Center

If you do not find the information you require on the Nortel Technical Support Web site, and you have a Nortel support contract, you can also get help over the telephone from a Nortel Solutions Center.

In North America, call 1-800-4NORTEL (1-800-466-7835).

Outside North America, go to the following Web site to obtain the telephone number for your region:

www.nortel.com/callus

Getting help from a specialist by using an Express Routing Code

To access some Nortel Technical Solutions Centers, you can use an Express Routing Code (ERC) to quickly route your call to a specialist in your Nortel product or service. To locate the ERC for your product or service, go to:

www.nortel.com/erc

Getting help through a Nortel distributor or reseller

If you purchased a service contract for your Nortel product from a distributor or authorized reseller, contact the technical support staff for that distributor or reseller.

Introduction

The Nortel Mobile Communication Client (MCC) 3100 for Windows Mobile Dual Mode is a Session Initiation Protocol (SIP) softphone that provides consolidated voice and messaging services on dual-mode (Wireless Fidelity [WiFi] and cellular) mobile handheld devices.

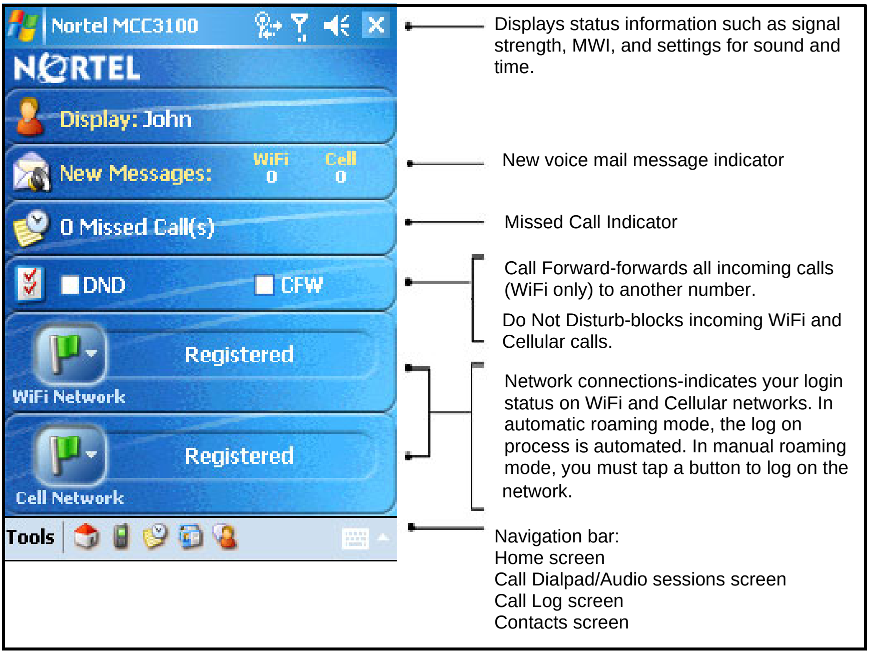
The MCC 3100 for Windows Mobile Dual Mode allows you to achieve real-time communication with the Nortel Mobile Communication Gateway (MGC) 3100 and Nortel Communication Server. The term Communication Server means all communication servers that MCC 3100 supports. For more information, see the MCC 3100 Product Bulletin.

The MCC 3100 extends the enterprise collaboration functionality to a Windows Mobile Single Mode mobile device. For more information about MCC 3100 Windows Mobile Single Mode, see *Nortel Mobile Communication Client 3100 for Windows Mobile Single Mode User Guide* (NN42030-107).

You can configure the MCC 3100 for Windows Mobile Dual Mode to automatically select the best available network connection, either WiFi (when available) or cellular. You can also manually specify a connection whenever you use your device.

The MCC 3100 for Windows Mobile Dual Mode provides a wide range of telephony and messaging features, which extend enterprise Private Branch Exchange (PBX) functionality to mobile handheld devices.

Figure 1:
MCC 3100 for Windows Mobile Dual Mode Home screen



Nortel MCC3100

Display: John

New Messages: WiFi 0 Cell 0

0 Missed Call(s)

☐ DND ☐ CFW

Registered

WiFi Network

Registered

Cell Network

Displays status information such as signal strength, MWI, and settings for sound and time.

New voice mail message indicator

Missed Call Indicator

Call Forward-forwards all incoming calls (WiFi only) to another number.

Do Not Disturb-blocks incoming WiFi and Cellular calls.

Network connections-indicates your login status on WiFi and Cellular networks. In automatic roaming mode, the log on process is automated. In manual roaming mode, you must tap a button to log on the network.

Navigation bar:
Home screen
Call Dialpad/Audio sessions screen
Call Log screen
Contacts screen

Supported features

The MCC 3100 for Windows Mobile Dual Mode supports the following features:

- cellular network standards—Global System for Mobile Communications (GSM) and Code Division Multiple Access (CDMA) cellular network standards

  For more information, see Appendix B “Configuring CDMA or GSM features on your phone” on page 115.

- network roaming mode—manual or automatic roaming mode

  For more information about network roaming mode, see “Network roaming mode selection” on page 43.

- dialing plans

  For more information, see “Outbound calls dialing plan” on page 67.

- auto configuration

  Your administrator preconfigures the MCC 3100 for Windows Mobile Dual Mode settings in files that you can download to your mobile device. Contact your administrator for available features.

- emergency service dialing

  For more information, see “Place an emergency call” on page 67.

- text messaging—supports Short Message Service (SMS) messaging on the cellular network and Instant Messaging (IM) on the WiFi network (MCS 5100 only).

  For more information about text messaging, see “SMS view screen functions” on page 80.

- Screen lock—deactivates keys, buttons, and menus on the display screen.

  For more information about the screen lock, see “Screen lock” on page 45.

- Screen View modes—screen displays in either landscape or portrait view

  For more information about Screen View modes, see “Screen views” on page 48.

- Message Waiting Indicator (MWI)—indicates voice mailbox messages

  For more information, see “Managing your voice mail” on page 55.

- Missed Call Indicator (MCI)—enables you to quickly check the total number of missed WiFi or cellular calls

  For more information, see “Checking for missed calls” on page 57.

- Integration with Windows Mobile Outlook—synchronizes your address book between a PC and the mobile device.

  For more information, see “Contact List (Address book)” on page 92.

- Volume control
- Mute
- Vibrate mode
- Call Log—lists all incoming, outgoing, and missed calls

For more information, see “Call Log screen functions” on page 85.

- Today screen icons—displays Home, Dialpad, audio sessions, and SMS screen icons when the MCC 3100 for Windows Mobile Dual Mode application is active.
- Virtual Private Network (VPN)—establishes a VPN tunnel for secure WiFi access to your enterprise network.

  For more information, see Appendix C “VPN connections” on page 121.

The MCC 3100 for Windows Mobile Dual Mode supports the following call features:

- Do Not Disturb (DND)—blocks incoming calls, if enabled (WiFi mode only)
- Call Hold—places you or a WiFi call on hold. In Cellular mode, support for Call Hold depends on your cellular operator subscription service.
- Last Number Redial—redials the last number you dialed (WiFi mode only)
- Call Waiting—indicates another WiFi call while you are engaged in another call. In Cellular mode, support for Call Waiting depends on your cellular operator subscription service.
- Call Transfer—executes blind WiFi call transfers. In Cellular mode, support for Call Transfer depends on your cellular operator subscription service.
- Call Forward—forwards WiFi calls to new destinations
- Caller ID/Caller Type Display—displays the caller ID and type (work, home, or mobile) for incoming calls; the information varies by network
- Call Timer—displays the duration of a call
- Conferencing—sets up ad hoc multiparty conferences with other users (MCS 5100 WiFi mode only)

Table 1 on page 17 shows MCC 3100 for Windows Mobile Dual Mode supported call features.

Table 1: MCC 3100 for Windows Mobile Dual Mode features

Call feature	Cell network	WiFi network
VPN tunnels	No	Yes
Text messaging	Yes—Short Message Service (SMS)	Yes—Instant Messaging (IM) (MCS 5100 only)
Message Waiting Indicator	Yes—displays number of new messages	Yes—displays Yes for any new messages
Missed Call Indicator	Yes	Yes
Do Not Disturb	Yes	Yes
Mute microphone	Yes	Yes
Caller ID/Type display	Yes—caller name and type appear if the number matches a record in the Contact List.	Yes—caller name appears if the incoming SIP message includes a friendly name.
Call Waiting	Yes—network setting	Yes
Call Transfer (unsupervised)	No	Yes
Call Hold	Yes	Yes
Call Forwarding	Yes—network setting	Yes
Conference call	No	Yes (MCS 5100 only)
Last Number Redial	Yes	Yes

The MCC 3100 for Windows Mobile Dual Mode supports the following technical features:

- SIP-based registration with Digest authentication (RFC 3261)
- in-band and out-of-band Dual Tone Multi Frequency (DTMF) tones

  The specialized Real-Time Transport Protocol (RTP) packet headers (RFC 2833) generates the out-of-band DTMF tones.
- G.711 A-Law, G.7.11 Mu-Law, and G.729AB audio codec

  Real-Time Transport Protocol packets, marked Expedited Forwarding (EF), enhance the quality of server for voice calls transmitted through Differentiated Services Code Point (DSCP) domains.This functionality is hard coded and cannot be changed.
- Voice Activity Detection/Comfort Noise Generation (VAD/CNG)

  VAD/CNG prevents RTP packets from being sent during periods of silence.
- Acoustic Echo Suppression (AES)
- Firewall support for pinhole keep-alive messages and Simple Traversal of Universal Dialing Plan (STUN)
- Supports security features inherent to the device. For further information, see your device documentation.
- Multiple proxy address formats, such as IP address, or Fully Qualified Domain Name (FQDN)
- Enhanced power management functionality, which extends battery life
- Basic Bluetooth connectivity for cellular and WiFi calls; advanced support varies by headset and mobile device

Requirements

The MCC 3100 for Windows Mobile Dual Mode requires the following devices:

- Mobile device handsets that support one of the following network connection modes:
  - WiFi network connectivity for WiFi mode

  - WiFi and CDMA network connectivity for WiFi/CDMA mode
  - WiFi and GSM network connectivity for WiFi/GSM mode
- Any type of wireless access point located in the enterprise, at home, or in a public hot spot.
- Nortel Communication Server programmed with a SIP account for each WiFi user.

Supported platforms

Table 2 shows supported hardware, operating systems, and network connections.

Table 2: Supported platforms

Dual mode device (OEM)	Operating system
HP iPAQ hw69xx	Windows Mobile 5.0
HTC Apache (UTStarcom 6700)	Windows Mobile 5.0
HTC Universal	Windows Mobile 5.0
HTC TyTN	Windows Mobile 5.0
Original Equipment Manufacturer (OEM) names are provided. Local carriers can sell the same devices under different names.	

For a list of the latest supported devices, see the MCC 3100 Product Bulletin at www.nortel.com.

IMPORTANT!

You must use handsfree operation or a headset to make or receive WiFi calls on all supported mobile devices except HTC TnTN.

Software installation

This section describes how to install, upgrade, and uninstall the Nortel Mobile Communication Client (MCC) 3100 for Windows Mobile Dual Mode on a mobile device.

Before you install the MCC 3100 for Windows Mobile Dual Mode software, ensure that you use a Universal Serial Bus (USB) cable to connect the mobile to the PC. Use Microsoft ActiveSync 4.1 or later to install, upgrade, and uninstall the MCC 3100 for Windows Mobile Dual Mode software. Start ActiveSync and synchronize the date and time between the mobile device and the PC. If you do not synchronize the devices, the installation fails because the product license is not configured for the current date and time.

Although this section describes how to use Microsoft ActiveSync to install the MCC 3100 for Windows Mobile Dual Mode software, you can also use infrared or Bluetooth wireless technology.

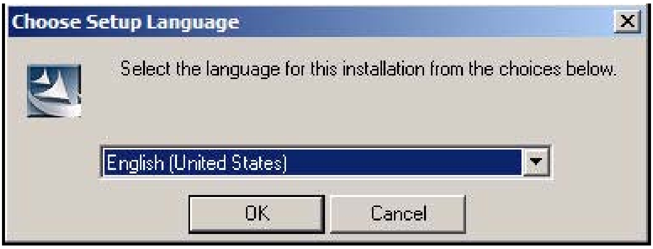
Installing the MCC 3100 for Windows Mobile Dual Mode software

Prior to installation, obtain MCC3100-WM-VPN.exe from your system administrator.

1. Copy **MCC3100-WM-VPN.exe** to a folder on your computer.
2. Use a USB cable to connect the mobile device to your computer.
3. Start Microsoft ActiveSync.
4. Double-click **MCC3100-WM-VPN.exe**.
5. Click **Run**.

   The Choose Setup Language window appears. See Figure 2 on page 22.

Figure 2: Choose Setup Language window

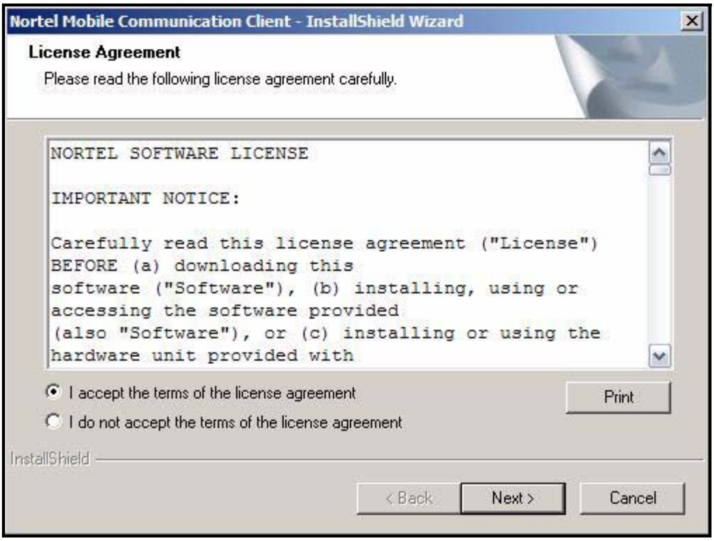


Choose Setup Language
Select the language for this installation from the choices below.
English (United States)
OK
Cancel

6. Choose the setup language, then click **OK**.

   The License Agreement window appears. See Figure 3 on page 22.

Figure 3: License agreement window



Nortel Mobile Communication Client - InstallShield Wizard
License Agreement
Please read the following license agreement carefully.

NORTEL SOFTWARE LICENSE

IMPORTANT NOTICE:

Carefully read this license agreement ("License") BEFORE (a) downloading this software ("Software"), (b) installing, using or accessing the software provided (also "Software"), or (c) installing or using the hardware unit provided with

● I accept the terms of the license agreement

○ I do not accept the terms of the license agreement

Print
InstallShield
< Back
Next >
Cancel

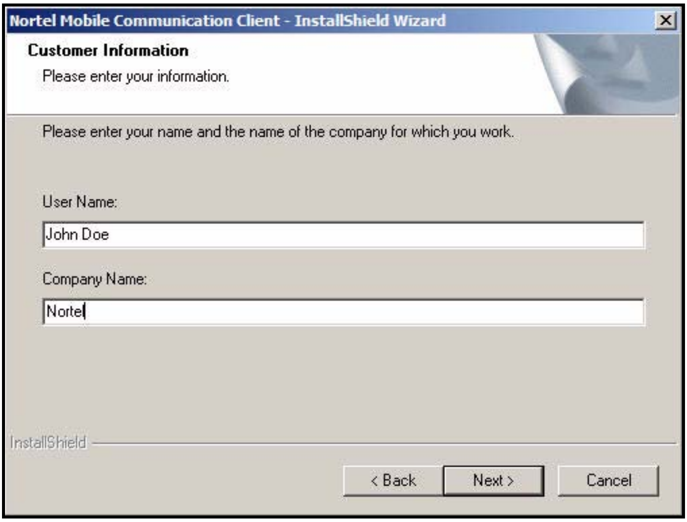
7. If you agree with the terms of the License Agreement, select the appropriate button and click **Next**.

   The Welcome to the InstallShield Wizard for Nortel Mobile Communication Client window appears.

8. Click **Next**.

9. The Customer Information dialog box appears. See Figure 4 on page 23.

Figure 4: Customer information



Nortel Mobile Communication Client - InstallShield Wizard

Customer Information

Please enter your information.

Please enter your name and the name of the company for which you work.

User Name:

John Doe

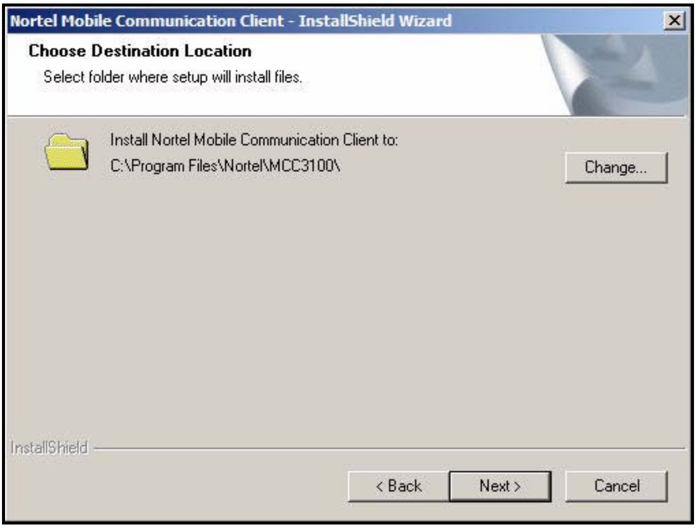
Company Name:

Nortel

10. Enter your User Name and Company Name.
11. Click **Next**.

    Choose a folder to install the files on your PC. See Figure 5 on page 24.

Figure 5: Choose Destination Location window



Nortel Mobile Communication Client - InstallShield Wizard

Choose Destination Location

Select folder where setup will install files.

Install Nortel Mobile Communication Client to:

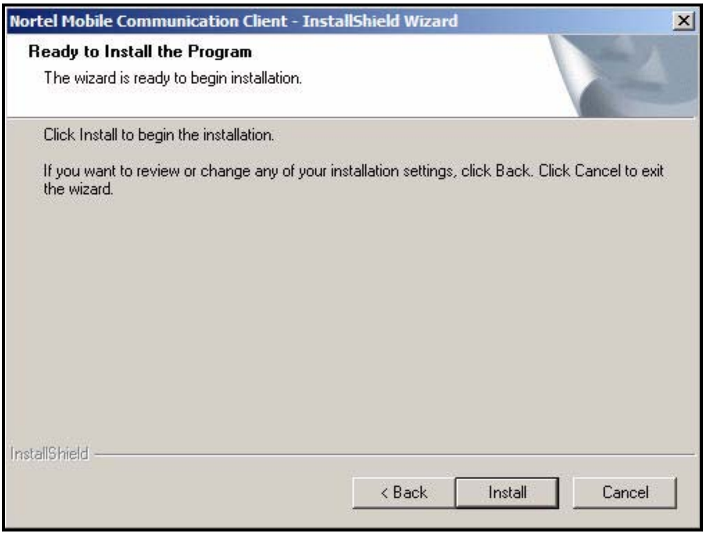
C:\Program Files\Nortel\MCC3100\

Change...
InstallShield
< Back
Next >
Cancel

12. Click **Next**.

    The Ready to Install the Program window opens. See Figure 6 on page 24.

Figure 6: Ready to Install the Program window



Nortel Mobile Communication Client - InstallShield Wizard

Ready to Install the Program

The wizard is ready to begin installation.

Click Install to begin the installation.

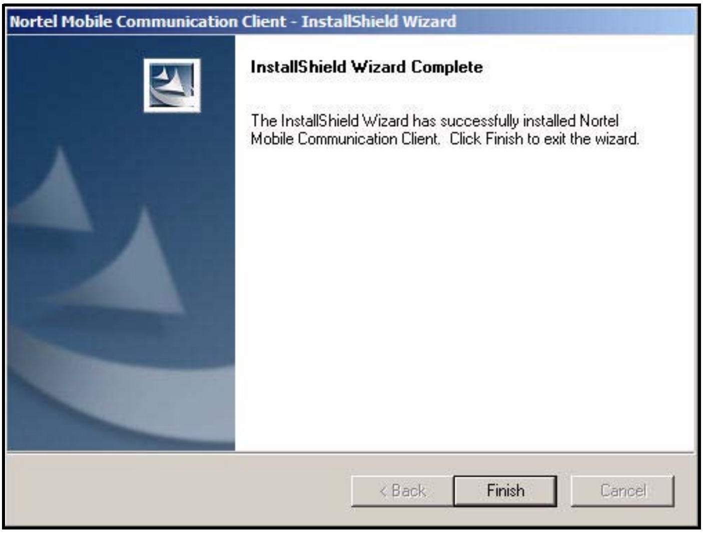
If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.

InstallShield
< Back
Install
Cancel

13. Click **Install**.

    After the program installs, the InstallWizard Complete window appears.

Figure 7: InstallWizard Complete window



Nortel Mobile Communication Client - InstallShield Wizard

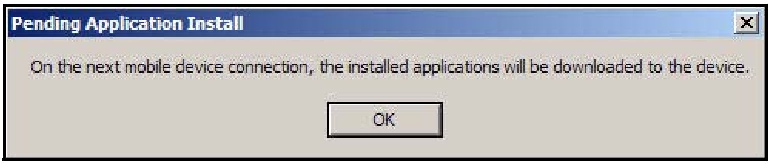
InstallShield Wizard Complete

The InstallShield Wizard has successfully installed Nortel Mobile Communication Client. Click Finish to exit the wizard.

14. Click **Finish**.

    The Pending Application Install window appears. See Figure 10 on page 26.

Figure 8: Pending Application Install window

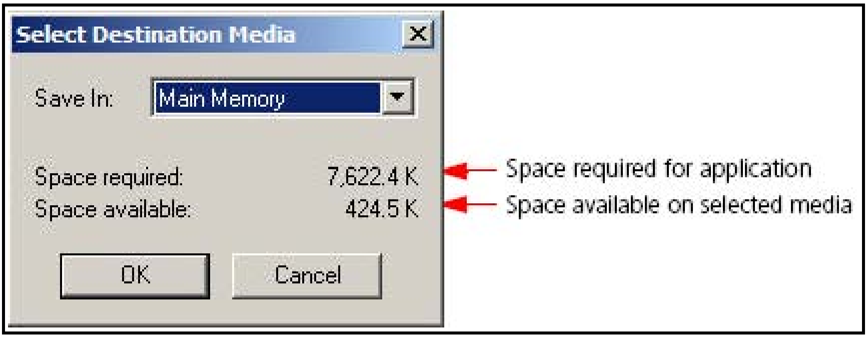


Pending Application Install

On the next mobile device connection, the installed applications will be downloaded to the device.

The installation program scans the mobile device to determine if it has sufficient capacity to host the MCC 3100 for Windows Mobile Dual Mode. If the device has sufficient capacity, the application installs automatically and you can skip to step 16 on page 26. If the device has insufficient capacity, the Select Destination Media dialog appears. See Figure 9 on page 26.

Figure 9:
Select Destination Media dialog



Space required: 7,622.4 K
Space available: 424.5 K

Space required for application
Space available on selected media

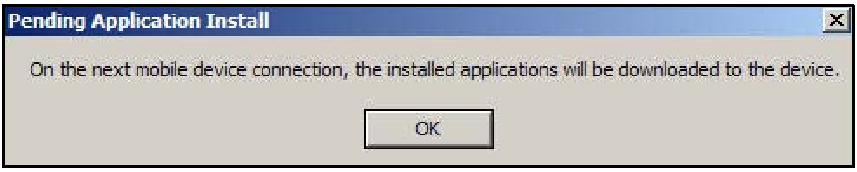
15. Perform one of the following:
    - To install the application on the mobile device, click **Cancel**. Free up space in the mobile device main memory, then go to step 16 to restart the installation process.
    - To install the application on the external flash card, select **Storage Card** as the destination media, then click **OK**.

IMPORTANT!

For recovery, call processing speed, and reliability, do not install the software on an expansion card.

The Application Downloading Complete dialog box appears. See Figure 10 on page 26.

Figure 10:
Application download complete



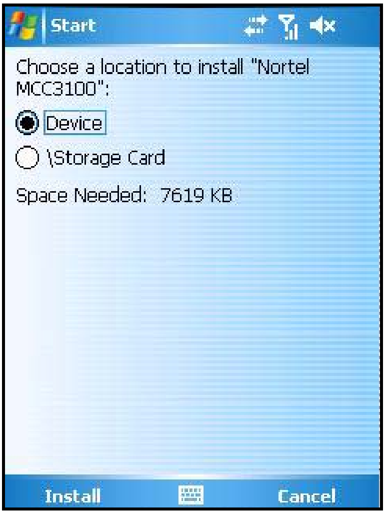
On the next mobile device connection, the installed applications will be downloaded to the device.

16. Click **OK**.

Complete the remainder of the installation steps on your mobile device.

17. On the mobile device, tap **Yes** to install the software.
18. If the mobile device contains a storage card, select an installation location for the MCC 3100 for Windows Mobile Dual Mode. See Figure 11 on page 27.

**Figure 11:
Installation location**



Choose a location to install "Nortel MCC3100":

● Device

○ \Storage Card

Space Needed: 7619 KB

19. Select the location where you want to install and run the MCC 3100 for Windows Mobile Dual Mode—Device or Storage Card.
20. Tap **Install**.

    The application installs in the location you select.
21. Tap **OK** to restart the device.
22. On the mobile device, tap the WiFi icon on the status bar.

    The WiFi Connectivity bubble appears.
23. Tap **Turn Off Wi-Fi**, then tap **Turn On Wi-Fi**.
24. Install the License key. See “Installing the MCC 3100 for Windows Mobile Dual Mode software” on page 21.

Managing the license key

Before you can use the MCC 3100 for Windows Mobile Dual Mode, you must add your license key to the mobile device. Save a copy of your license key in case you delete the original license key.

Contact your administrator if you do not have a License key.

Installing the license key

Obtain your license key from your system administrator then use the following steps to install the license key.

1. Copy the license key file (license.txt) to a folder on your computer.
2. Use a USB cable to connect the mobile device to your computer.
3. Start Microsoft ActiveSync.
4. Click **Explore**.
5. Click on **My Windows Mobile-Based Device** in the explorer window.
6. Navigate to the **My Documents** folder.
7. To copy the license key (license.txt) from your computer to the **My Documents** folder, right-click on license.txt, then press **Copy**. Go to My Documents and press **Paste**.

8. After you install the license key, start the MCC 3100 for Windows Mobile Dual Mode and configure the application settings.

IMPORTANT!

When the MCC 3100 client application launches for the first time, it requires a connection to the Internet to validate the license information. Thus you must establish a connection to the Internet before the MCC 3100 client application launches. You can establish this connection by means of one of the following:

— USB ActiveSync to a PC with an Internet connection

— WiFi connection with direct access to the Internet

— Cellular data connection

IMPORTANT!

If you use VPN, the VPN client is not available until the license information validates. If you use VPN by means of a WiFi connection to obtain access to the Internet, use one of the following to validate the license:

— USB ActiveSync to a PC with an Internet connection

— Cellular data connection

For more information, see "Starting MCC 3100 for Windows Mobile Dual Mode" on page 37 and "How to enter your configuration settings" on page 39.

9. Copy the license key file (license.txt) to a folder on your computer.

Backing up the license key

Save a copy of the license key in case you delete the original license key from your mobile device or if you perform a hard reset on your mobile device, which causes the loss of all applications and data.

To reinstall the license key, see “Installing the license key” on page 28.

Upgrading the MCC 3100 for Windows Mobile Dual Mode software

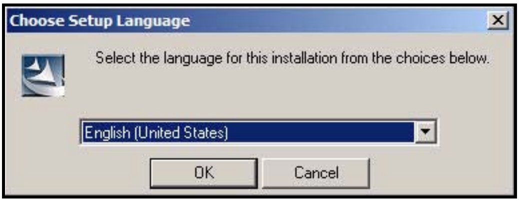
This procedure describes how to upgrade or reinstall the MCC 3100 for Windows Mobile Dual Mode software.

> **IMPORTANT!**
>
> In general, you can upgrade between versions but if you move from the Virtual Private Network (VPN) version to non-VPN and vice versa, you must uninstall the previous version of software.

1. Obtain the MCC 3100 for Windows Mobile Dual Mode software from your system administrator.
2. Tap **Tools** > **Exit** to stop the MCC 3100 for Windows Mobile Dual Mode software.
3. Copy **MCC3100-WM-VPN.exe** to a folder on your computer.
4. Use a USB cable to connect the mobile device to your computer.
5. Start Microsoft ActiveSync.
6. Double-click **MCC3100-WM-VPN.exe**.
7. Click **Run**.

   The Choose Setup Language window appears. See Figure 2 on page 22.

Figure 12: Choose Setup Language window



Choose Setup Language

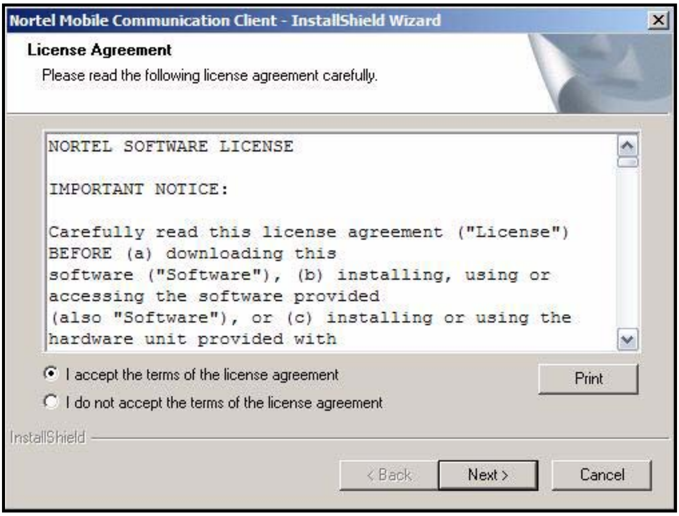
Select the language for this installation from the choices below.

English (United States)

8. Choose the setup language, then click **OK**.

   The License Agreement window appears. See Figure 13 on page 31.

Figure 13: License agreement window



License Agreement

Please read the following license agreement carefully.

NORTEL SOFTWARE LICENSE

IMPORTANT NOTICE:

Carefully read this license agreement ("License") BEFORE (a) downloading this software ("Software"), (b) installing, using or accessing the software provided (also "Software"), or (c) installing or using the hardware unit provided with

● I accept the terms of the license agreement

○ I do not accept the terms of the license agreement

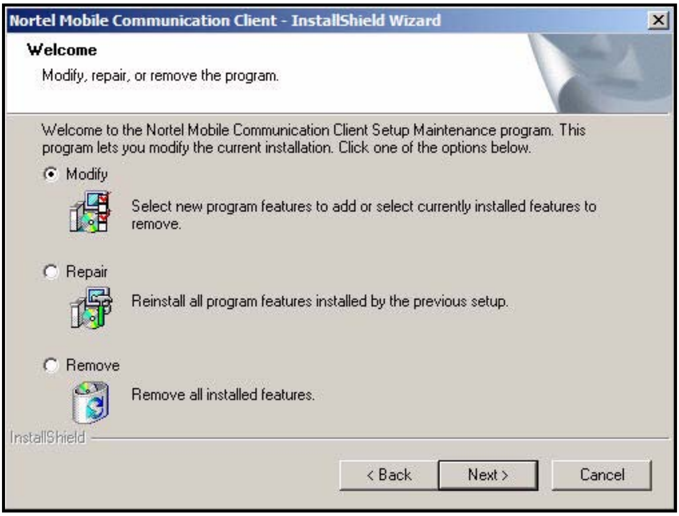
9. If you agree with the terms of the License Agreement, select the appropriate button and click **Next**.

   The Welcome to the InstallShield Wizard for Nortel Mobile Communication Client window appears.

10. Click **Next**.

    The InstallShield Wizard for Nortel Mobile Communication Client window to modify, repair, or remove the program appears. See Figure 14 on page 32.

Figure 14: Modify, repair, or remove the program window



Nortel Mobile Communication Client - InstallShield Wizard

Welcome

Modify, repair, or remove the program.

Welcome to the Nortel Mobile Communication Client Setup Maintenance program. This program lets you modify the current installation. Click one of the options below.

● Modify

Select new program features to add or select currently installed features to remove.

○ Repair

Reinstall all program features installed by the previous setup.

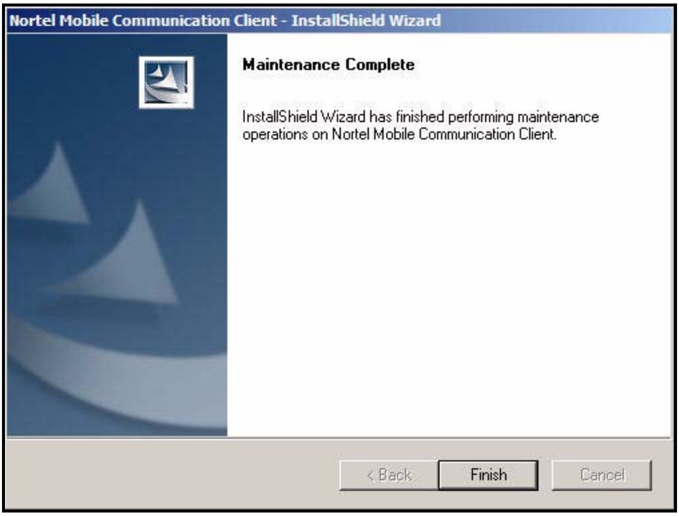
○ Remove

Remove all installed features.

11. Select **Modify** or **Repair**, then click **Next**.

    The Maintenance Complete window appears. See Figure 15 on page 32.

Figure 15: Maintenance Complete window



Nortel Mobile Communication Client - InstallShield Wizard

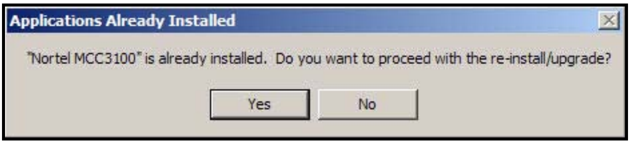
Maintenance Complete

InstallShield Wizard has finished performing maintenance operations on Nortel Mobile Communication Client.

12. Click **Finish**.

    The Application Already Installed window appears. See Figure 16 on page 33.

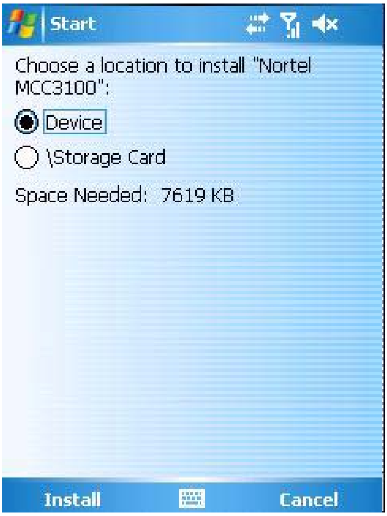
Figure 16: Application Already Installed window



"Nortel MCC3100" is already installed. Do you want to proceed with the re-install/upgrade?

13. Click **Yes** to proceed with the reinstallation or upgrade.
14. Press **OK** to check your mobile device screen to see if additional steps are required to complete the installation.
15. Press **Yes** to start the software installation.
16. If the mobile device contains a storage card, select an installation location for the MCC 3100 for Windows Mobile Dual Mode. See Figure 17 on page 33.

Figure 17:
Installation location



Choose a location to install "Nortel MCC3100":

● Device

○ \Storage Card

Space Needed: 7619 KB

17. Select the location where you want to install and run the MCC 3100 for Windows Mobile Dual Mode—Device or Storage Card.

18. Tap **Install**.

    The application installs in the location you select.

19. Tap **OK** to remove the previous software version.
20. Perform one of the following steps:
    - To retain your configuration settings, tap **No**.
    - To remove your configuration settings, tap **Yes**. If you tap Yes, you must reenter new configuration settings before you can use MCC 3100 for Windows Mobile Dual Mode.
21. Tap **OK** to restart your mobile device.

Uninstalling the MCC 3100 for Windows Mobile Dual Mode software from your mobile device

This procedure describes how to remove the MCC 3100 for Windows Mobile Dual Mode software from your mobile device.

Before you uninstall the MCC 3100 for Windows Mobile Dual Mode software, ensure you install that Microsoft ActiveSync and connect the mobile device and the PC with a Universal Serial Bus (USB) cable.

1. Tap **Tools** > **Exit** to stop the MCC 3100 for Windows Mobile Dual Mode software.
2. Tap **Start** > **Settings**.
3. Tap the **System** tab.
4. Tap **Remove Programs**.

   In the Remove Programs window, select MCC 3100 from the Programs in storage memory list.

5. Tap **Remove**.
6. Tap **Yes**.
7. At the prompt to remove log files, tap **Yes** or **No**.
8. At the prompt to restart your device after you remove the program, tap **OK** or **Cancel**.

Uninstalling the MCC 3100 for Windows Mobile Dual Mode software from your PC

This procedure describes how to remove the MCC 3100 for Windows Mobile Dual Mode software from your PC.

Before you uninstall the MCC 3100 for Windows Mobile Dual Mode software, ensure you install that Microsoft ActiveSync and connect the mobile device and the PC with a Universal Serial Bus (USB) cable.

1. On your PC, select **Start** > **Settings** > **Control Panel** > **Add or Remove Programs**.
2. Select **Nortel Mobile Communication Client 3100**.
3. Select **Change/Remove**.

   Follow the prompts to remove the MCC 3100 for Windows Mobile Dual Mode software from your PC.

Determining the software version

To check the software version of the MCC 3100 for Windows Mobile Dual Mode from the About screen, select **Tools** > **About**.

Basic setup and use

This section describes how to configure, start, and use the Nortel Mobile Communication Client (MCC) 3100 for Windows Mobile Dual Mode basic features. Use the following procedures:

- “Starting MCC 3100 for Windows Mobile Dual Mode” on page 37
- “How to enter your configuration settings” on page 39
- “Power management enhancements for Voice over WLAN” on page 40
- “Configuring a display name” on page 43
- “Network roaming mode selection” on page 43
- “Screen lock” on page 45
- “Setting the call alert mode and phone volume” on page 46
- “Screen access” on page 47
- “Screen views” on page 48
- “Basic dialpad” on page 50
- “Exiting the MCC 3100 for Windows Mobile Dual Mode” on page 52

Starting MCC 3100 for Windows Mobile Dual Mode

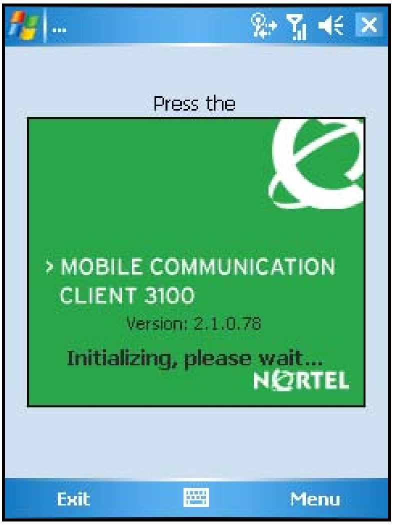
Select the Nortel MCC 3100 icon on the Programs screen to start the MCC 3100 for Windows Mobile Dual Mode.

Before you start the MCC 3100 for Windows Mobile Dual Mode, install the license key on the mobile device. For more information, see “Installing the license key” on page 28.

1. Tap **Start** > **Programs**.
2. Tap the **Nortel MCC3100** icon.
3. Tap **Yes** to allow the application to run.

The MCC 3100 splash screen appears momentarily. See Figure 18 on page 38.

Figure 18
MCC 3100 splash screen



Press the

› MOBILE COMMUNICATION CLIENT 3100

Version: 2.1.0.78

Initializing, please wait...

After the MCC 3100 for Windows Mobile Dual Mode starts, the Home screen replaces the splash screen.

IMPORTANT!

Startup time and ongoing performance of the MCC 3100 for Windows Mobile Dual Mode depends on available system resources.

4. Enter your configuration settings.

For further information about how to enter configuration settings, see "How to enter your configuration settings" on page 39.

IMPORTANT!

If you restart the mobile device while the dual-mode version of the MCC 3100 for Windows Mobile Dual Mode runs, the MCC 3100 for Windows Mobile Dual Mode application relaunches automatically.

How to enter your configuration settings

Before you use the MCC 3100 for Windows Mobile Dual Mode application, add your personalized configuration settings to the mobile device. See "Automated setup" on page 39 to program your settings.

Automated setup

Your system administrator manages your user profile with the Mobile Client Administration Tool. An automated e-mail generates when your system administrator creates and updates your user profile with the Mobile Client Administration Tool.

Initial configuration

Follow the instructions in the automated e-mail you receive when your system administrator creates your user profile. You can follow the steps below to configure your mobile device with MCC 3100 for Windows Mobile Dual Mode.

1. Download the MCC 3100 for Windows Mobile Dual Mode software from the location specified in the automated e-mail.
2. Install the MCC 3100 for Windows Mobile Dual Mode software. See "Installing the MCC 3100 for Windows Mobile Dual Mode software" on page 21.
3. Copy your license key from the automated e-mail to your computer.
4. Install your license key. See "Installing the license key" on page 28.

5. Start the MCC 3100 for Windows Mobile Dual Mode. See "Starting MCC 3100 for Windows Mobile Dual Mode" on page 37.

Upgrade configuration

Follow the instructions contained in the automated e-mail you receive when your system administrator updates your user profile. You can follow the steps below to upgrade MCC 3100 for Windows Mobile Dual Mode on your mobile device.

1. Obtain the instructions from the automated e-mail.
2. On your mobile device, select **Start** > **Programs**.
   The Program screen appears.
3. Tap the **Nortel MCC3100** icon.
   The MCC 3100 for Windows Mobile Dual Mode starts and the Home screen appears.
4. Select **Tools** > **Settings** on the Home screen.
   The MCC 3100 for Windows Mobile Dual Mode configuration screen appears.
5. Tap the **Advanced** tab.
6. Tap **Download Config**.

Power management enhancements for Voice over WLAN

You can tailor the MCC 3100 for Windows Mobile Dual Mode to optimize power consumption yet remain available to make and receive calls and messages.

In normal operation, the mobile device powers off completely when it is switched off, which conserves power but you cannot receive calls or messages.

Using the Wireless Fidelity Standby feature

Use the Wireless Fidelity (WiFi) Standby feature in the MCC 3100 for Windows Mobile Dual Mode to keep the device active and available but continue to save power. This feature places the device in standby mode when you switch it off. In standby mode the range of the WiFi radio is still functional so you can receive calls. The system returns to full power if you receive a call or if you press the device power button.

You can also configure a timeout period in the MCC 3100 for Windows Mobile Dual Mode to turn off the mobile device whenever you unregister from the WiFi network while the mobile device is in standby mode. You can exit the WiFi range for up to two hours before the device turns off.

Configuring your mobile device to turn off automatically

When your mobile device operates on battery power, configure your mobile device to turn off after a period of inactivity to conserve battery power.

1. On your mobile device, select **Start** > **Settings**.
2. In the Settings screen, tap the **System** tab.
3. Tap the **Power** icon.
   The Power screen appears.
4. Tap the **Advanced** tab.
5. Select the **On battery power: Turn off device if not used for** check box.
6. From the list, select a timeout period from 1 to 5 minutes.
7. Tap **OK** to save the configuration.
8. Select **Start** > **Settings**.
   The Programs screen appears.
9. Tap the **Nortel MCC3100** icon.
   The MCC 3100 for Windows Mobile Dual Mode starts.
10. On the Home screen, select **Tools > Settings**.
    The MCC 3100 for Windows Mobile Dual Mode configuration screen appears.
11. Tap the **Advanced** tab.
12. Select the **Enable WiFi Standby** check box.

    The mobile device enters standby mode when you press the power button to switch it off or if the activity timer expires.

13. Select **Turn Off if Unregistered for** check box.
14. Specify the time out period between 1 and 120 minutes.

    The mobile device powers down if it is in standby mode and if the mobile device unregisters from the WiFi network for longer than the period you specify.

    As an additional step to ensure maximum battery life, set the Activity Timer to its highest value. For example, if the corporate NAT firewall has an activity limit of 3 minutes and 10 seconds, set the Activity Timer to 3 minutes. For more information about the MCC 3100 for Windows Mobile Dual Mode firewall settings, see "Manual setup" on page 101.

    To avoid being disturbed by incoming calls while your mobile device is switched off, turn the ringer off. For more information, see "Setting the call alert mode and phone volume" on page 46.

Using your mobile device when you enable WiFi Standby

To conserve power on your mobile device, turn it off (press the Power button or allow the activity timer to expire). You can receive calls and messages while the mobile device is off.

But if you enable the Turn Off if Unregistered option and the mobile device is outside the WiFi range longer than the timeout period you specify, you cannot receive calls and messages.

While your mobile device is off, the following actions occurs:

- The backlight is off.
- The device power state is standby.
- The wireless Local Area Network (LAN) power save mode is Best Battery.

To resume normal operation, turn on your mobile device (press the Power button or receive a call or message).

While your mobile device is on, the following actions occurs:

- The backlight is on.

- The device power state is on.
- The wireless LAN power save mode is Best Performance.

Configuring a display name

You configure a display name, which other users see instead of your SIP address when you are in a WiFi communication session. You can also program your display name on the Home screen. See "Adding a display name (WiFi SIP only)" on page 54.

1. Tap **Tools** > **Settings**.
2. Tap the **Line 1** tab.
3. In the **Display Name** field, enter a name, which displays to others when you are in a WiFi communication session (if supported). Your SIP address appears if you do not configure a display name.
4. Tap **Apply** to accept your changes or **Undo** to start again.
5. Tap **OK** to save the configuration.

Network roaming mode selection

Select one of the following network roaming modes:

- manual—you can manually log on to the available networks and select a dialout network for outgoing calls and messages, either WiFi or cellular.
- automatic—the MCC 3100 for Windows Mobile Dual Mode automatically logs on to the available networks and selects a dialout

network for outgoing calls and messages, either WiFi (default) or cellular.

IMPORTANT!

Before you select a network roaming mode, ensure that the mobile device can connect to both the WiFi and cellular networks. For instructions on establishing network connections, see the documentation provided with your mobile device.

Selecting a roaming mode

Select **Tools** > **Automatic Roaming** or **Manual Roaming**.

The MCC 3100 for Windows Mobile Dual Mode switches to the roaming mode you select.

The button lamp indicates your network status. If the WiFi signal strength is too low, you cannot register to the Call Server. See Table 3 on page 44.

Table 3: Network status

Button lamp	Status
Green	You are logged on to the network.
Yellow	The network is available but you are not logged on.
Red	The network is unavailable.
Orange	Low WiFi signal strength. Log on prevented.

For more information about managing your network connections, see the following sections:

- “Logging on a network manually” on page 59
- “Selecting a network while in manual roaming mode” on page 63
- “Monitoring a network while in automatic roaming mode” on page 64

Screen lock

The screen lock disables all keys, buttons, and menus on the MCC 3100 for Windows Mobile Dual Mode, to prevent accidental user input (such as hanging up while engaged in a call). The screen lock does not disable keys and buttons on the device. You can turn the screen lock on manually from any screen, or program the screen lock to turn on automatically whenever you are engaged in a call.

Enabling the screen lock manually

To turn the screen lock on, select **Tools** > **Lock Screen**.

For more information, see Appendix A “Manual setup” on page 101.

Disabling the screen lock manually

To turn the screen lock off, tap and hold the **Lock** button for approximately half a second.

For more information, see Appendix A “Manual setup” on page 101.

Enabling the screen lock automatically

Use the following procedure to use the automatic screen lock.

1. Select **Tools** > **Settings**. The MCC 3100 for Windows Mobile Dual Mode Configuration screen appears.
2. Tap the **Advance** tab.
3. Select **On Calls** for the Lock Screen field.
4. Click **Apply**.
5. Tap **OK**.

The screen lock turns on automatically whenever you engage in an incoming or an outgoing call. To turn the screen lock off, tap and hold the Lock button for approximately half a second.

Setting the call alert mode and phone volume

IMPORTANT!

You must run the MCC 3100 for Windows Mobile Dual Mode in the foreground in order to adjust the volume control settings.

Use the MCC 3100 for Windows Mobile Dual Mode built-in volume controls for the following settings:

- To select the call alert mode (ring, vibrate, or off).
- To set the phone ringer volume.
- To set the phone speaker volume.

You can use the MCC 3100 for Windows Mobile Dual Mode in WiFi mode with a headset or as a handsfree device.

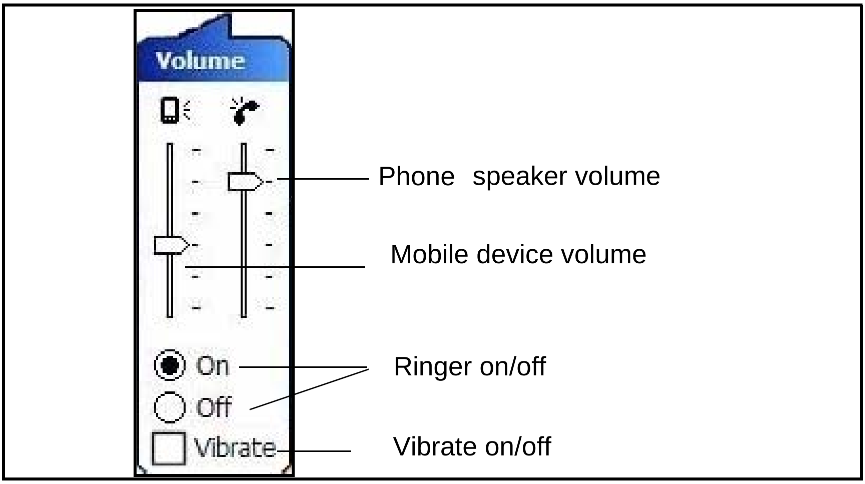
IMPORTANT!

Users are advised to select/use headsets which are designed to reduce excessive sound pressure levels or acoustical shocks. Users should check that their headsets do meet their respective National or International Acoustical and Safety requirements.

While the MCC 3100 for Windows Mobile Dual Mode is inactive, you can adjust all settings. You can adjust only the phone speaker volume while the MCC 3100 for Windows Mobile Dual Mode is active.

1. On the MCC 3100 for Windows Mobile Dual Mode status bar, tap the Volume icon. 🔈
2. Select the applicable check box to set the call alert mode (ringer on/off or vibrate mode).
3. Use the slider to adjust the phone ringer and speaker volume, as shown in Figure 19.

Figure 19: Volume adjustment


Volume
Phone speaker volume
Mobile device volume
● On
○ Off
☐ Vibrate
Ringer on/off
Vibrate on/off

Your device can offer enhanced handset speaker performance when in SIP mode. For further information, see *Nortel Mobile Communication Client 3100 for Windows Mobile Release Notes* (NN42030-400).

Screen access

Select the appropriate icon on the Windows Mobile Today screen (Figure 21) or in the MCC 3100 for Windows Mobile Dual Mode navigation bar (Figure 20).

Figure 20: Navigation bar

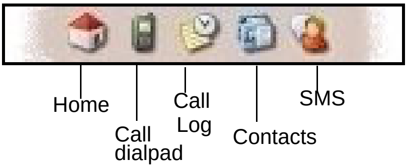
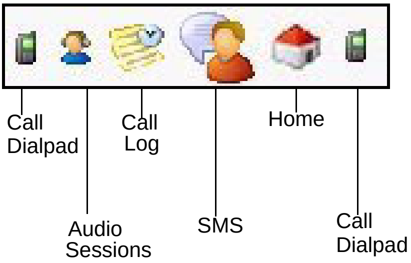

Home
Call dialpad
Call Log
Contacts
SMS

Figure 21: Today screen


Call Dialpad
Call Log
Home
Audio Sessions
SMS
Call Dialpad

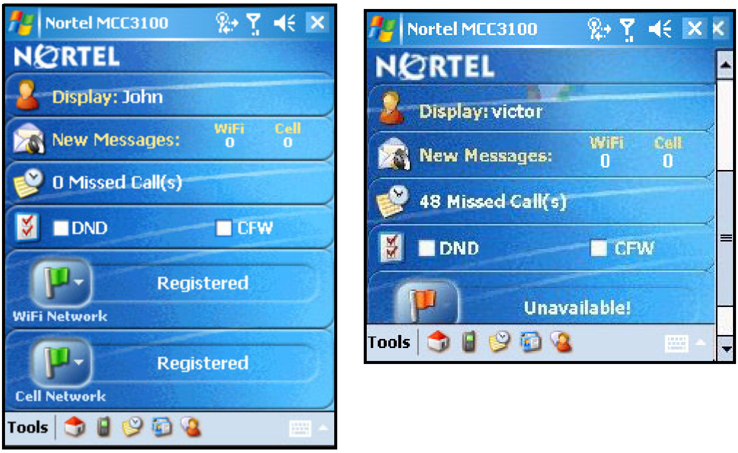
Screen views

The MCC 3100 for Windows Mobile Dual Mode displays in a different manner, depending on your device type and how the touchscreen is configured.

Rectangular touchscreen in portrait and landscape mode

If your device supports a rectangle touchscreen that rotates, the MCC 3100 for Windows Mobile Dual Mode displays in portrait or landscape mode. Figure 22 on page 49 shows the touch screens in portrait and landscape modes.

Figure 22: Touchscreens



Portrait mode

Nortel MCC3100

NORTEL

Display: John

New Messages: WiFi 0 Cell 0

0 Missed Call(s)

☐ DND ☐ CFW

WiFi Network: Registered

Cell Network: Registered

Landscape mode

Nortel MCC3100

NORTEL

Display: victor

New Messages: WiFi 0 Cell 0

48 Missed Call(s)

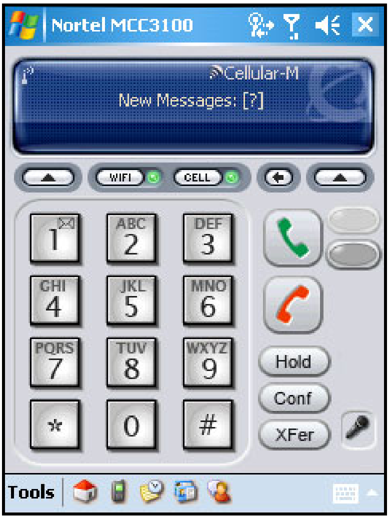
☐ DND ☐ CFW

Unavailable!

Square touchscreen in portrait mode

If your device supports a square touchscreen, (Figure 23 on page 50) the MCC 3100 for Windows Mobile Dual Mode always displays in portrait mode.

Figure 23: Square touch screen


Nortel MCC3100
Cellular-M
New Messages: [?]
WIFI
CELL
1
ABC 2
DEF 3
GHI 4
JKL 5
MNO 6
PQRS 7
TUV 8
WXYZ 9
*
0
#
Hold
Conf
XFer
Tools

Basic dialpad

You can temporarily exit the MCC 3100 for Windows Mobile Dual Mode in order to use the native Windows Mobile dialer. For example, you can use this dialpad to place an emergency call on the cellular network.

IMPORTANT!

You can also use the MCC 3100 for Windows Mobile Dual Mode dialpad to place an emergency call. The number must be recognized as an emergency number, for example 911. The system automatically switches to the native Windows Mobile dialer. The system administrator programs the list of valid emergency numbers in the MCC 3100 for Windows Mobile Dual Mode Administration Tool.

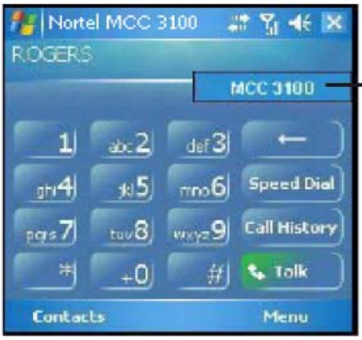
Launching the dialpad

If the MCC 3100 for Windows Mobile Dual Mode is currently open on the mobile device, close it, then launch the native dialer.

Select **Tools** > **Basic Dialpad**.

The MCC 3100 for Windows Mobile Dual Mode application stops and the view switches to the native Windows Mobile dialer. See Figure 24 on page 51.

Figure 24:
Windows Mobile dialer


Nortel MCC 3100
ROGERS
MCC 3100
1
abc2
def3
←
ghi4
jkl5
mno6
Speed Dial
pqrs7
tuv8
wxyz9
Call History
*
+0
#
Talk
Contacts
Menu

Button to return to MCC 3100

You can use the native dialer to place calls on the cellular network.

Returning to the MCC 3100 for Windows Mobile Dual Mode

If the native dialer is currently open on the mobile device, close it, then use the following procedure to return to the MCC 3100 for Windows Mobile Dual Mode.

1. From the native dialer, press and hold the **MCC 3100** button.

   The MCC 3100 button displays.

2. Press the **MCC 3100** button.

   The native Windows Mobile dialer stops and the view switches to the MCC 3100 for Windows Mobile Dual Mode application.

Exiting the MCC 3100 for Windows Mobile Dual Mode

You can leave the application running while the mobile device is on. You must, however, exit the application before you perform the following software maintenance tasks:

- "Upgrading the MCC 3100 for Windows Mobile Dual Mode software" on page 30.
- "Uninstalling the MCC 3100 for Windows Mobile Dual Mode software from your mobile device" on page 34.

To exit the MCC 3100 for Windows Mobile Dual Mode application, select **Tools** > **Exit**.

The MCC 3100 for Windows Mobile Dual Mode application stops. To restart the MCC 3100 for Windows Mobile Dual Mode, see "Starting MCC 3100 for Windows Mobile Dual Mode" on page 37.

MCC 3100 for Windows Mobile Dual Mode functionality

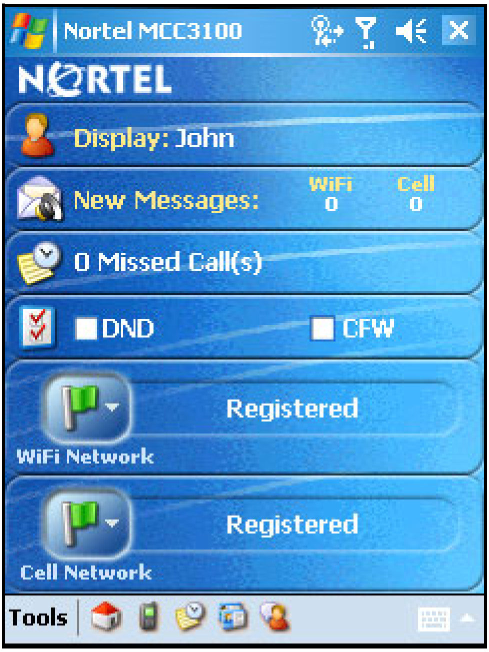
This chapter describes the Nortel Mobile Communication Client (MCC) 3100 for Windows Mobile Dual Mode functionality and includes the following topics:

- "Home screen functions" on page 53
- "Adding a display name (WiFi SIP only)" on page 54
- "Managing your voice mail" on page 55
- "Call dialpad screen functions" on page 60
- "Audio Sessions screen functions" on page 76
- "SMS view screen functions" on page 80
- "Call Log screen functions" on page 85
- "Contact List (Address book)" on page 92

Home screen functions

The Home screen displays information relevant to your account, which includes the number of voice mail messages you have and whether you have missed any calls. You can also use the Home screen to manage your network connections and enable or disable Do Not Disturb or Call Forwarding. Figure 25 on page 54 shows the Home screen.

Figure 25: Home screen



Nortel MCC3100

NORTEL

Display: John

New Messages: WiFi 0 Cell 0

0 Missed Call(s)

☐ DND ☐ CFW

Registered

WiFi Network

Registered

Cell Network

The Home screen supports the following functions:

- “Adding a display name (WiFi SIP only)” on page 54
- “Managing your voice mail” on page 55
- “Listening to messages” on page 56
- “Checking for missed calls” on page 57
- “Enabling Do Not Disturb” on page 57
- “Enabling Call Forward (WiFi only)” on page 58
- “Logging on a network manually” on page 59
- “Logging off a network” on page 60

Adding a display name (WiFi SIP only)

While you are engaged in a call, the person you are speaking to sees your display name (Session Initiation Protocol [SIP] name) on their phone. If you do not enter a display name, your user name (SIP address) appears.

You can program your display name in the configuration settings. See "Configuring a display name" on page 43.

1. On the navigation bar, tap the **Home** icon.

   The Home screen appears.

2. Tap **Display**.
3. Use the MCC 3100 for Windows Mobile Dual Mode soft keyboard to enter your display name.

Your display name appears to other users while you are engaged in a call on the Wireless Fidelity (WiFi) network.

Managing your voice mail

The MCC 3100 for Windows Mobile Dual Mode interface allows you to quickly check if you have any new messages and to access your mailbox to listen to them.

You can check the number of voice mail messages you have in your WiFi and cellular network mailboxes.

1. On the navigation bar, tap the **Home** icon.

   The Home screen appears.

2. Check the **New Messages** section to determine the status of your mailboxes.

Table 4 shows voice mail message waiting indicators.

Table 4: Voice mail message waiting indicators

Event	Indicator
Voice mail message waiting	WiFi mailbox displays Yes to indicate that you have messages waiting Cellular mailbox displays the number of messages waiting. The voice mail icon appears in the status bar.
No voice mail	0 indicates no messages
Unknown	? indicates message status is unknown (disconnected from the network)

Listening to messages

You can access your WiFi and cellular mailboxes and listen to your voice mail messages directly from the MCC 3100 for Windows Mobile Dual Mode. You can use the New Messages section or Call Dialpad screen to listen to new messages.

You should disable Cell voicemail to ensure that Enterprise voicemail treatment applies to calls which extend to your cell.

Using the New Messages section to listen to messages

1. On the navigation bar, tap the **Home** icon.

   The Home screen appears.

2. Check the **New Messages** section to determine the status of your mailboxes.
3. If you have new messages, tap the **WiFi** or **Cell** new messages indicator.

   The MCC 3100 for Windows Mobile Dual Mode calls your WiFi or cellular voice mail system. After the call connects, you can access your mailbox and listen to your messages.

Using the Call Dialpad screen to listen to messages

1. Tap **WiFi** or **Cell** to select a dialout network connection (manual roaming mode only).
2. Perform one of the following:
   - Tap **Mailbox**
   - Press and hold the **1** key

Checking for missed calls

Use the Home screen to check the total number of missed WiFi and cellular calls. Go to the Call Log screen to obtain additional information and to return calls.

1. On the navigation bar, tap the **Home** icon.

   The Home screen appears.
   Missed calls display next to the Call Log icon.

2. Tap **Missed Calls**.
   The Call Log screen appears. You can review, return, and delete your missed calls. For more information, see "Call Log screen functions" on page 85.

The Missed Calls indicator reduces by one whenever you review, return, or delete a missed call from the Call Log screen.

Enabling Do Not Disturb

When you enable Do Not Disturb (DND), all incoming WiFi and cellular calls forward to your alternate call handling point (typically voice mail). The MCC 3100 for Windows Mobile Dual Mode does not ring or provide any other form of alert when the calls forward.

1. On the navigation bar, tap the **Home** icon.

   The Home screen appears.

2. Tap the check box beside the DND icon to enable DND.

   You can tap the DND check box to switch between DND enabled and disabled.

Enabling Call Forward (WiFi only)

When you enable Call Forward (CFW), all incoming WiFi calls forward to the number your administrator specifies in the configuration settings.

1. On the navigation bar, tap the **Home** icon.

   The Home screen appears.

2. Tap the check box beside the CFW icon to enable Call Forward. ☑

   You can tap the CFW check box to switch between CFW enabled and disabled.

   For information about configuring CFW, see Appendix A "Manual setup" on page 101.

If your administrator enables the Play ring reminder when forward setting your mobile device rings briefly each time a call forwards.

To test Call Forward, direct your calls to another phone number, for example, your home number. Dial your enterprise phone number to ensure the call redirects to your home number. If the call does not forward to your home number, contact your administrator.

IMPORTANT!

Call Forward is for WiFi calls only. To enable call forward for cellular calls, configure the Global System for Mobile Communications (GSM) and Code Division Multiple Access (CDMA) settings provided by your wireless service provider.

Communication server operating parameters

On the MCC 3100 for Windows Mobile Dual Mode, CFW does not prevent the cellular interface from extending the cellular leg of the call if the communication server is configured to present each call on both the cellular and WiFi interfaces.

On the MCC 3100 for Windows Mobile Dual Mode for WiFi, Call Forward does not prevent any other phones with the same Directory Number (DN) from ringing. If you enable Call Forward for all phones on the DN then you must set Call Forward on a desktop phone.

On the MCC 3100 for Windows Mobile Dual Mode for WiFi does not impact the Call Forward No Answer on the communication server.

Logging on a network manually

You can manually log on (register) when you manually configure the MCC 3100 for Windows Mobile Dual Mode to operate in manual network roaming mode. For more information, see "Selecting a roaming mode" on page 44.

You must log on to a network before you can place a call or send a message.

1. On the navigation bar, tap the **Home** icon.

   The Home screen appears.
2. Tap the **WiFi Network** or **Cell Network** flag button.
3. Select **Login**.
4. If a VPN tunnel is required (WiFi only), you are prompted with the following:
   1. On the VPN Connection dialog, tap **Yes**.
   2. On the VPN Control Panel, select a VPN Profile. Tap **Connect**.
   3. Enter your extended authentication ID and password, if prompted.
5. Tap **OK**.

   If the tunnel connects successfully, the VPN connection icon changes from unlocked to locked.

   When the flag button turns green, the MCC 3100 for Windows Mobile is logged in to your network.

If you have difficulty logging on, contact your administrator. For information about your network status, see Table 5 on page 61.

Logging off a network

1. On the navigation bar, tap the **Home** icon.

   The Home screen appears.

2. Tap the **WiFi Network** or **Cell Network** flag button.
3. Select **Logout**.

   When the flag button turns yellow, the MCC 3100 for Windows Mobile is logged out of the network.

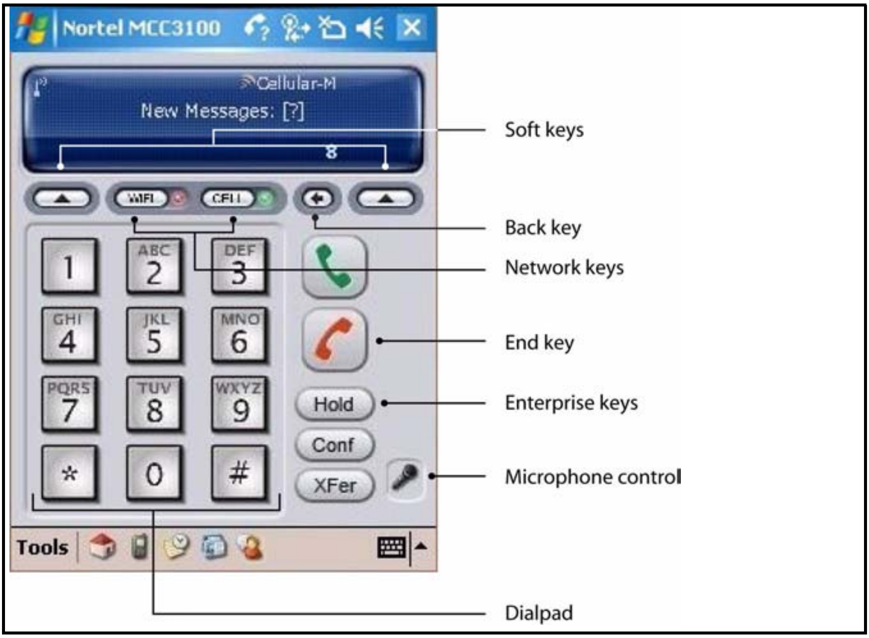
   For information about your network status, see Table 5 on page 61.

Call dialpad screen functions

Use the Call Dialpad screen to place outgoing calls, mute the microphone, redial the last number dialed, set up a conference, place calls on hold, and initiate a call transfer.

Figure 26 on page 54 shows the Call dialpad screen.

Figure 26: Call dialpad screen



Nortel MCC3100
Cellular-M
New Messages: [?]
WIFI
CELL
1
ABC 2
DEF 3
GHI 4
JKL 5
MNO 6
PQRS 7
TUV 8
WXYZ 9
*
0
#
Hold
Conf
XFer
Tools
Soft keys
Back key
Network keys
End key
Enterprise keys
Microphone control
Dialpad

Table 5 shows the call dialpad screen function keys.

Table 5: Call dialpad screen function keys (Part 1 of 2)

Function key	Description
Soft keys	Use the soft keys to select options that appear on the dialpad display.
Back key	Press the Back key to delete mistakes.
Network keys	Use the network keys to select either a WiFi or a Cellular network connection.
Talk key	Use the Talk key to initiate a call and perform other functions, such as redial last number dialed.
End key	Use the End key to terminate a call.

Table 5: Call dialpad screen function keys (Part 2 of 2)

Function key	Description
Enterprise key	Use the Enterprise key to place a WiFi or cellular call on hold, to initiate or join a WiFi conference, or to transfer a WiFi call.
Microphone control	Use the microphone control to mute or unmute the microphone.
Keypad	Use the key pad to dial numbers or enter text. The key pad appears when the MCC 3100 for Windows Mobile Dual Mode is in portrait view only. When the MCC 3100 for Windows Mobile Dual Mode is in landscape view, use the device keyboard.

The Call dialpad screen supports the following functions:

- “Selecting a network while in manual roaming mode” on page 63
- “Monitoring a network while in automatic roaming mode” on page 64
- “Placing an outgoing call” on page 66
- “Receiving a call” on page 70
- “Call Waiting” on page 72
- “Redialing the last number dialed” on page 73
- “Ending a call” on page 73
- “Muting the microphone” on page 73
- “Switching between the earpiece and speaker phone” on page 74
- “Placing a call on hold” on page 74
- “Transferring a call (WiFi only)” on page 75
- “Setting up a conference call (WiFi only)” on page 75

Selecting a network while in manual roaming mode

Use the following procedure to specify which network, either WiFi or Cellular, that you want to use as your dialout network. Use this network to place all of your outgoing calls.

Before you can switch between the WiFi and cellular networks, you must configure the MCC 3100 for Windows Mobile Dual Mode to operate in manual roaming mode and you must be logged in to both networks. For more information, see the following sections:

- "Selecting a roaming mode" on page 44
- "Logging on a network manually" on page 59

1. On the navigation bar, tap the **Call Dialpad** icon.

   The Call dialpad screen appears.
2. Tap the **WiFi** or **Cell** button.

The MCC 3100 for Windows Mobile Dual Mode attempts to log on to your network. The button lamp indicates your status. See Table 3 on page 44.

The dialpad display indicates your current network connection status. See Table 6.

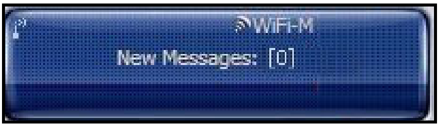
Table 6: Network connection status (Part 1 of 2)

Button lamp	Status
WiFi-M	Indicates a manual connection to the wireless network. See Figure 27 on page 64. If you select WiFi mode, outbound calls use WiFi; however, you can receive incoming calls from Cellular or WiFi networks.
Cellular-M	Indicates a manual connection to the cellular network. See Figure 28 on page 64. If you select Cellular mode, outbound calls use Cell; however, you can receive incoming calls from Cellular or WiFi networks.

Table 6: Network connection status (Part 2 of 2)

Button lamp	Status
No Service	Indicates no network connection is available. See Figure 29 on page 64.

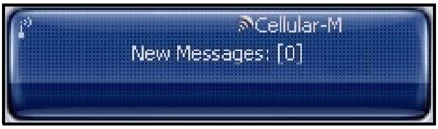
Figure 27: WiFi network manual connection



WiFi-M

New Messages: [0]

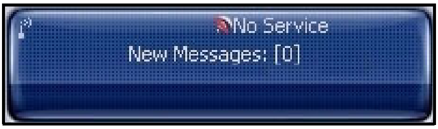
Figure 28: Cellular network manual connection



Cellular-M

New Messages: [0]

Figure 29: No Service



No Service

New Messages: [0]

Monitoring a network while in automatic roaming mode

Use this procedure to determine which network, either WiFi or Cellular is your current dialout network. Use this network to place all of your outgoing calls.

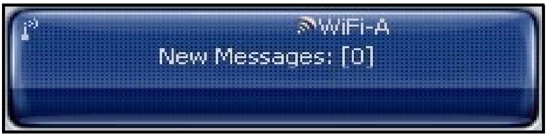
Before you can monitor the network connections, you must configure the MCC 3100 for Windows Mobile Dual Mode to operate in automatic roaming mode. For more information, see “Selecting a roaming mode” on page 44.

1. On the navigation bar, tap the **Call Dialpad** icon.

   The Call dialpad screen appears.

If the WiFi network is available, which means you can log on and the signal strength is sufficient, the MCC 3100 for Windows Mobile Dual Mode connects to the WiFi network and WiFi A appears in the dialpad display. This indicates that the wireless network is your current dialout network and is used for all outgoing calls. See Figure 30 on page 65.

Figure 30: Wireless network automatic connection

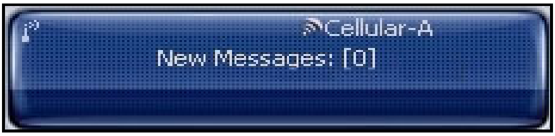


WiFi-A

New Messages: [0]

If the WiFi network becomes unavailable and the cellular network is available, Cellular A appears in the dialpad display. This indicates that the cellular network is your current dialout network and is used for all outgoing calls. See Figure 31 on page 65.

Figure 31: Cellular network automatic connection



Cellular-A

New Messages: [0]

Table 7 describes the network connection status which appears on your dialpad display.

Table 7: Network connection status

Button lamp	Status
WiFi-A	Indicates an automatic connection to the wireless network. See Figure on page 65.
Cellular-A	Indicates an automatic connection to the cellular network when WiFi becomes unavailable. See Figure on page 65. You are switched back to the WiFi network when it becomes available.
No Service	Indicates no network connection is available. See Figure 29 on page 64.

In some cases, you must establish a VPN connection before you can log on to the WiFi network. Perform the following steps to establish a VPN connection.

1. If you are prompted to establish a VPN connection before you log on to the WiFi network, tap **Yes**.
2. Select a profile and tap **Connect**.
3. If the User Authentication dialog appears, enter your ID and password and tap **OK**.

Placing an outgoing call

1. If necessary, select one of the following option buttons to change networks:

   — Wifi WIFI ●

   — Cellular CELL ●

   You can switch networks only if the MCC 3100 for Windows Mobile Dual Mode is set to operate in manual roaming mode. For more information, see “Selecting a roaming mode” on page 44.

2. On the navigation bar, tap the **Call Dialpad** icon. 📱

   The Call dialpad screen appears.

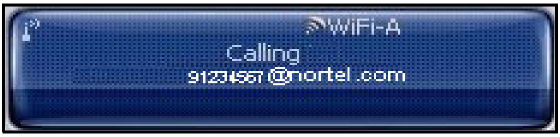
   You can use this screen to call a telephone number or a user name.

3. To make a call, use the MCC 3100 for Windows Mobile Dual Mode integrated keyboard, the device hardware keyboard, or the Windows Mobile soft keyboard. If you enter an incorrect number or username, swipe the dialpad display with your finger or tap the backspace key to delete it.

4. Press the **Send** key or tap **Talk**. ☎

   The MCC 3100 for Windows Mobile Dual Mode dials the number or user name. The status of the call appears in the dialpad display at the top of the screen. See Figure 32 on page 67.

Figure 32: Call status



WiFi-A

Calling

91234567@nortel.com

You can also place an outgoing call to an entry in your Contact list. For more information, see "Calling a contact on the Contact List" on page 94.

Place an emergency call

When you dial an emergency number, such as 911 while you are connected to the cellular network, the system switches from the MCC 3100 for Windows Mobile Dual Mode to the basic dialpad or native phone and places the call to the dispatch centre. For more information, contact your administrator.

Before you place an emergency call from the MCC 3100 for Windows Mobile Dual Mode, ensure that you connect to the cellular network.

1. Dial the emergency number, for example 911.
2. Press **Send** key or tap **Talk**.

The system switches to the Windows Mobile native phone and places the call to the dispatch centre.

By default, the MCC 3100 for Windows Mobile Dual Mode identifies 911 as an emergency number.

Outbound calls dialing plan

The Dialing Plan inserts prefixes that you would otherwise dial when you place long distance and out-of-network calls. The dialing plan is programmed in MCC 3100 for Windows Mobile Dual Mode configuration settings.

You have access to your desktop dialing plan when you use the MCC 3100 for Windows Mobile Dual Mode for WiFi calls.

For more information about dialing plans, contact your administrator.

The dialing plan consists of the following Prefix options:

- + Prefix
- PBX Prefix
- Optional Prefix

Invoking the + Prefix option from the dialpad

You can access your desktop dialing plan when you use the MCC 3100 for Windows Mobile Dual Mode for WiFi calls. Your administrator configures all Public Switched Telephone Network (PSTN) numbers to include a plus (+). These numbers are valid both locally and internationally and are valid on the cellular network and private communication servers voice networks.

When you use Nortel Communication Servers, the + Prefix option is handled by the network in WiFi mode similar to the way it is handled in Cellular mode.

Invoking the PBX Prefix option from the dialpad

If you place a WiFi call, you can insert the PBX prefix to route the call to a Private Branch Exchange (PBX) connected to the PSTN. The PBX prefix is a single digit, such as 9. The PBX prefix is inserted in WiFi calls only.

1. On the Windows Mobile soft keyboard, dial the telephone number. For example, 1234567.

   Tap and hold **Talk**. ☎

   The Prefix Options screen appears
2. Select the **Add PBX Dial-out Prefix** check box.
3. Tap **Call**.

The system inserts the PBX prefix and calls the number. For example, 9 1234567.

You can use the PBX Prefix in conjunction with the Optional Prefix. When the Prefix Options screen appears, select the PBX Prefix check box, and select an Optional Prefix from the list. The system inserts the PBX Prefix followed by the Optional Prefix and calls number. For example, 9 6131234567.

Invoking the Optional Prefix from the dialpad

1. On the Windows Mobile soft keyboard, dial the telephone number. For example, 1234567.
2. Tap and hold **Talk**. ☎

   The Prefix Options screen appears.
3. Select the **Add PBX Dial-out Prefix** check box (WiFi only).
4. Select an Option Prefix from the list.
5. Tap **Call**.

For cellular calls, the system inserts the Optional Prefix and calls the number, for example, 613 1234567.

For WiFi calls, the system inserts the PBX Prefix followed by the Optional Prefix and calls the number, for example, 613 1234567.

Contact List, Call Log, or SMS view

You can also insert prefixes in numbers you call from the Contact List, Call Log, or SMS view.

From the Contact list, you can preconfigure the contact with a + Prefix. You can select a PBX Prefix and an Optional Prefix. For more information, see “Contact List (Address book)” on page 92.

From the Call log or SMS view, you are presented with the following options when you receive a call or message on one network and return it from another network:

- If you receive a call or an SMS message on the cellular network and reply to it from the WiFi network, the Prefix Options screen appears. You can select a PBX Prefix or an Optional Prefix.
- If you receive a call or an SMS message on the WiFi network and reply to it from the cellular network, an edit box appears. Use it to amend the original SIP address before you place the call on the PSTN.

For more information, see:

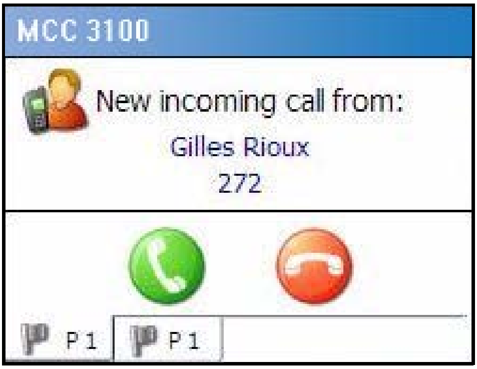
- “SMS view screen functions” on page 80
- “Call Log screen functions” on page 85

You cannot insert a + Prefix from the Call log or SMS view.

Receiving a call

After you log on, you can receive calls for both your WiFi and cellular numbers. You can receive calls from any screen. See Figure 33.

Figure 33: Incoming call dialog



MCC 3100

New incoming call from:

Gilles Rioux

272

When you receive an incoming call, the MCC 3100 for Windows Mobile Dual Mode Incoming Call dialog window appears.The dialog window presents the following caller ID information:

- For Cell calls:
  - — The caller ID (name) and type (work, mobile, or home)—display if the incoming number matches a record on the Contact List.
  - — Multiple Contacts displays if the number matches more than on record.
  - — Unknown Contact displays if the number does not match any records. To program a contact work, mobile, and home numbers, see “Adding a contact to the Contact List” on page 93.
- For WiFi calls
  - — The caller ID (name) displays if the incoming SIP message includes a friendly name. See Figure 34.
  - — The caller SIP address displays if the incoming SIP message does not include a friendly name or if the call control service does not support optional SIP messaging.

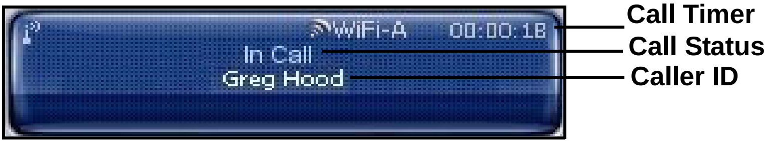
1. Press the **Send** key or tap **Talk** to accept the call.

   The dialpad display provides the following information:

   - Call timer
   - In Call status
   - Caller ID (if available)

Figure 34 shows the dialpad display when you accept the call.

Figure 34: Dialpad display



2. Press the **End** key or tap **End** to decline the call.

   If you decline the call, the call forwards to voice mail if your system administrator properly configures your cellular and WiFi voice mail accounts. Cell calls forward immediately and WiFi calls forward after a short delay. During the delay, you can press the **Send** key or tap **Talk** to accept calls.

Simultaneous incoming calls

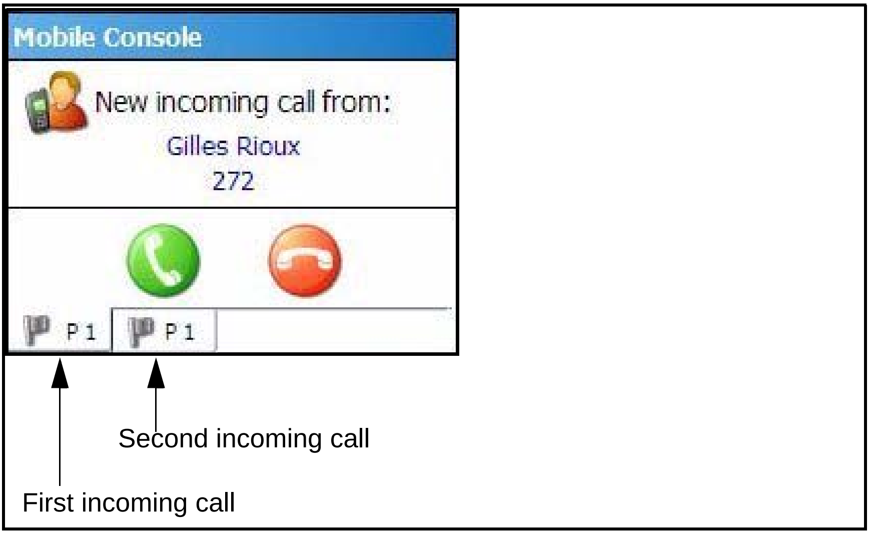
The following limitations apply to this feature:

- Global System for Mobile Communications (GSM) devices can support multiple simultaneous incoming WiFi calls or one cellular call and multiple WiFi calls.
- Code Division Multiple Access (CDMA) devices can support multiple simultaneous incoming WiFi calls but only one cellular call.
- GSM and CDMA devices cannot support multiple simultaneous incoming cellular calls.

For more information, see Appendix D “Call sessions for mobile devices” on page 127.

If you receive two or more incoming calls simultaneously, the calls present on separate panels of the Incoming Call dialog. You can tab between the panels to view caller information before you accept or reject the calls. See Figure 35 on page 72.

Figure 35: Simultaneous incoming call



Mobile Console

New incoming call from:

Gilles Rioux

272

In Figure 35, the dialog includes panels for two new incoming calls. You can reject both calls, accept one call and reject the other, or accept both calls. Be aware that if you accept both calls, the first call that you answer is placed on hold when you accept the other call.

The dialog continues to display until you accept or reject all of your incoming calls.

Call Waiting

If you receive a call while you are already engaged in a call, you hear a tone and the Incoming Call dialog appears. If you press the **Send** key or tap **Talk** ☎ to accept the new call, the current call is automatically placed on hold. Call Waiting is available if you engage in a WiFi of GSM cellular call. If you engage in a CDMA cellular call, the call forwards to voice mail or a busy tone sounds.

You can manage your active calls on hold on the Audio Sessions screen. For more information, see “Audio Sessions screen functions” on page 76.

Redialing the last number dialed

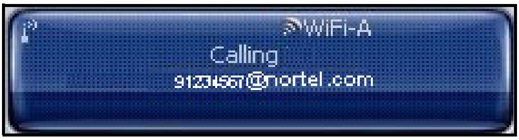
The MCC 3100 for Windows Mobile Dual Mode dials the last number, which was used to place an outgoing call.

While no other calls are connected, perform one of the following:

- Tap **Talk**.
- Tap the pound (#) key.
- Press the mobile device **Send** key.

Calling appears in the display area. See Figure 36.

Figure 36: Call Status – Calling



WiFi-A

Calling

91234567@nortel.com

Ending a call

You can terminate a WiFi or Cellular call using the MCC 3100 for Windows Mobile Dual Mode.

While a call is in progress, press the **End** key, or tap **End**.

You can also end a call on the Audio Sessions screen. For more information, see “Audio Sessions screen functions” on page 76.

Muting the microphone

You can mute the microphone using the MCC 3100 for Windows Mobile Dual Mode.

Tap the Microphone button to mute the microphone.

The microphone button appears with an X. You can tap the Microphone button to switch between mute and unmute.

Switching between the earpiece and speaker phone

In Cellular mode, you can switch between the earpiece and the speaker phone.

Press and hold the **Send** key on your mobile device for a few seconds.

Placing a call on hold

The number of calls you place on hold depends on whether you have a CDMA or a GSM mobile device.

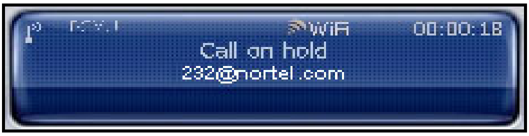
- For a CDMA mobile device, you can place one cell call or multiple WiFi calls on hold. When a cell call is on hold, you cannot receive or make any other calls.
- For a GSM mobile device, you can place one cell call and multiple WiFi calls on hold, or multiple WiFi calls on hold. When a cell call is on hold, you can receive another cell call.

For more information, see Appendix D "Call sessions for mobile devices" on page 127.

Tap the **Hold** button. Hold

A dial tone returns and Call on Hold message appears on the dialpad display. See Figure 37 on page 74.

Figure 37: Call Status – Call on Hold



WiFi 00:00:18

Call on hold

232@nortel.com

The caller hears music, if provided. You can make or receive calls and access features in the normal manner.

To retrieve the call, tap the **Hold** button. Hold

You can also place a call on hold or resume a held call on the Audio Sessions screen. For more information, see "Audio Sessions screen functions" on page 76. You can take someone off hold to add them to a conference. For more information, see "Setting up a conference call (WiFi only)" on page 75.

Transferring a call (WiFi only)

You can complete blind (unattended) call transfers of WiFi calls.

1. While a WiFi call is connected, tap the **Xfer** button. XFer

   The call is placed on hold. Call on hold and XFER-ON appears in the dialpad display.Dial the other number.

2. Tap the **Xfer** button. XFer

   As the MCC 3100 for Windows Mobile Dual Mode transfers the call to the other party, Transferring appears in the dialpad display. You are no longer a participant in the call.

Setting up a conference call (WiFi only)

You can use the MCC 3100 for Windows Mobile Dual Mode to set up multiparty, ad hoc conferences with other users. Conference calls are supported on devices registered with Multimedia Communication Server 5100 (MCS 5100). Conference calls are not supported on devices registered with Communication Server 1000 (CS 1000).

Before you can set up a conference, your administrator must program the Conference ID.

1. While you are engaged in a call, tap the **Conf** button. Conf
   The person you are talking to is placed on hold and CONF-ON appears in the dialpad display.

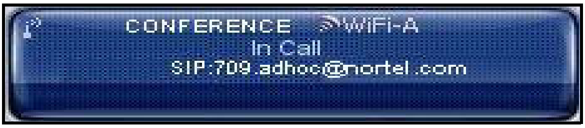
2. To contact the second party, perform one of the following actions:

   - Call the second party.
     - Dial the username and press the **Send** key or tap **Talk**. ☎
     - Proceed to step 3.
   - Take the second party off hold.
     - Tap the **Call Dialpad** icon from the navigation bar. 📱
       The Audio Sessions screen appears.

  - Tap and hold the call session that you previously put on hold. The menu appears.
  - Select **Go to Audio Panel** from the menu.

3. After the second party answers, inform them that you are adding them to a conference, then tap the **Conf** button.The conference starts with three participants—you and the two parties you added. Conference appears in the dialpad display. See Figure 38.

Figure 38: Call Status - conference



CONFERENCE WiFi-A
In Call
SIP:709.adhoc@nortel.com

You can receive SMS text messages alerting you of conference events, depending on the system capabilities.

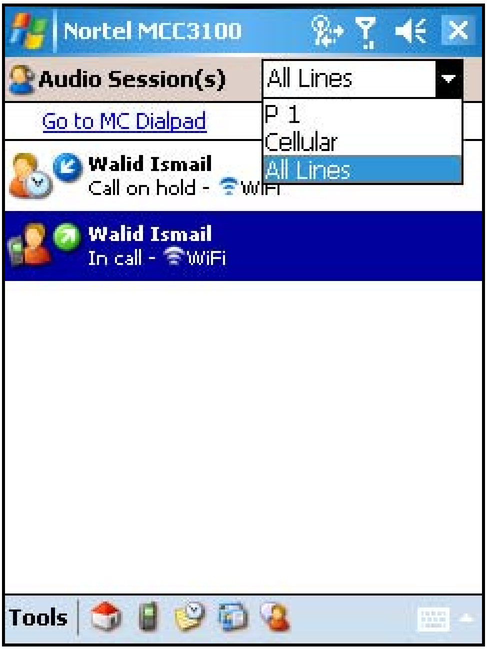
Continue adding parties to the conference in this manner until you reach the participant limit of your call control service.

To add additional parties to an active conference from the Audio Sessions screen, select Join Conference from the audio sessions menu.

Audio Sessions screen functions

The Audio Sessions screen allows you manage multiple active calls on the MCC 3100 for Windows Mobile Dual Mode. Use the Call Dialpad to access the Audio Sessions screen. Figure 39 shows the audio sessions screen.

Figure 39: Audio sessions screen



Nortel MCC3100
Audio Session(s)
All Lines
P 1
Cellular
All Lines
Go to MC Dialpad
Walid Ismail
Call on hold - WiFi
Walid Ismail
In call - WiFi
Tools

The Call dialpad screen supports the following functions:

- "Audio session indicators" on page 78
- "Managing active audio sessions" on page 79

Audio session indicators

Table 8 shows the Audio sessions screen indicators.

Table 8: Audio sessions indicators (Part 1 of 2)

Indicator	Icon	Description
Call status	↗	Green arrow—outgoing call
	↙	Blue arrow—incoming call
	↘	Red arrow—missed call
Session status	👤	Call on hold, or Remote party call on hold
	📱👤	In call
	🚫	Call terminated

Table 8: Audio sessions indicators (Part 2 of 2)

Indicator	Icon	Description
Network type	WiFi-A	WiFi A—wireless mode, automatic roaming
	WiFi-M	WiFi M—wireless mode, manual roaming
	Cellular-A	Cellular A—cellular mode, automatic roaming
	Cellular-M	Cellular M—cellular mode, automatic roaming
	No Service	No Service—no available network
Call state	⚑	Call State—changes mid-call
Caller ID	<name | number>	Caller number or name

Managing active audio sessions

You can manage a list of active audio sessions.

1. While one or more sessions are active (for example, In call or On hold), on the navigation bar, tap the **Call Dialpad** icon.

   The Audio Sessions screen replaces the Call Dialpad screen. The screen can display a single In Call session and multiple On Hold and Terminated sessions if sufficient network resources are available.

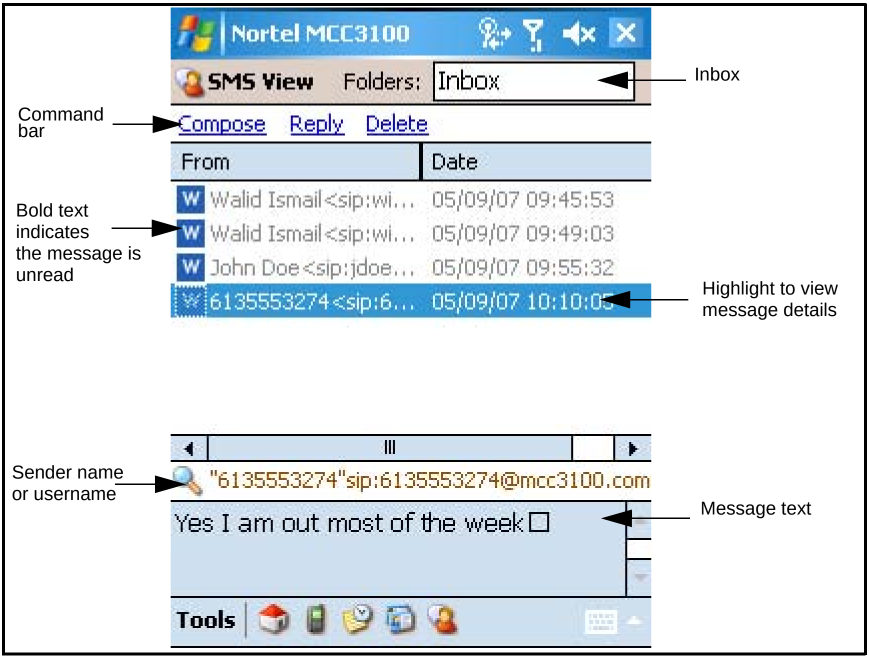
2. From the line selector box, select a line.
3. Tap and hold a call session to display the call management menu. The call management menu includes the following options:
   - Go to Audio Panel—activates the call session in the Call Dialpad screen.
   - Join Conference—adds the call session to the conference. This menu item is available only when there is an active conference on the MCC 3100 for Windows Mobile Dual Mode. For more information, see "Setting up a conference call (WiFi only)" on page 75.
   - Put Session on Hold—places the call session on hold, changing its status from In Call to On Hold.
   - Make Session Active—resumes a held call session, changing its status from On Hold to In Call.
   - Terminate Session—ends the call session.
4. Select a menu option to update the call session. For more information on the Audio Sessions screen icons, see Table 8 on page 78.

SMS view screen functions

The MCC 3100 for Windows Mobile Dual Mode supports SMS and Instant Messages (IM). Your current network connection—either cellular or WiFi—controls the type of message you send. You can send SMS messages to mobile phones and IM to SIP clients (MCS 5100 only).

Figure 40 on page 81 shows the SMS view screen.

Figure 40: SMS view screen



From	Date
Walid Ismail<sip:wi...	05/09/07 09:45:53
Walid Ismail<sip:wi...	05/09/07 09:49:03
John Doe<sip:jdoe...	05/09/07 09:55:32
6135553274<sip:6...	05/09/07 10:10:05

"6135553274"sip:6135553274@mcc3100.com

Yes I am out most of the week☐

Inbox

Command bar

Bold text indicates the message is unread

Highlight to view message details

Sender name or username

Message text

SMS View screen supports the following functions:

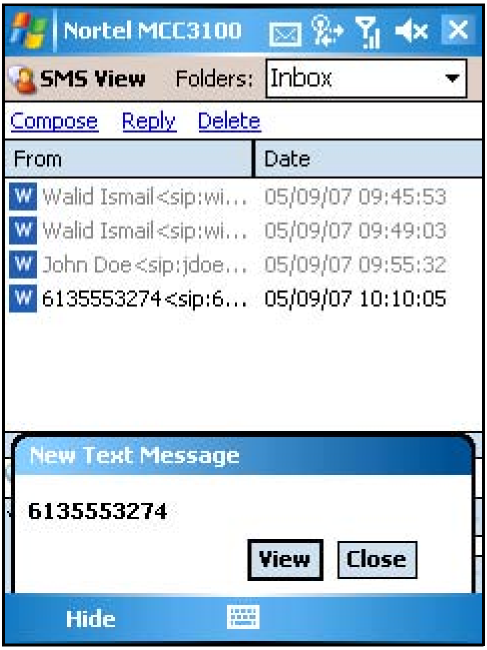
- Read a message.
- Compose a new message.
- Reply to a message.
- Delete messages.
- Call a user.

Read a message

Your mobile device uses the following methods to alert you to new messages:

- The device beeps.
- The new message icon displays in the Windows Mobile status bar.
- The notification pop-up window displays in the application area. See Figure 41 on page 82.

Figure 41: New text message window



Folders: Inbox

From	Date
Walid Ismail<sip:wi...	05/09/07 09:45:53
Walid Ismail<sip:wi...	05/09/07 09:49:03
John Doe<sip:jdoe...	05/09/07 09:55:32
6135553274<sip:6...	05/09/07 10:10:05

New Text Message

6135553274

Click **View** to read the message immediately, or click **Close** to read the message at a later time.

New messages are listed in the Inbox of the SMS View screen.

Highlight a message to view the sender number and the message text at the bottom of the application panel. See Figure 40 on page 81.

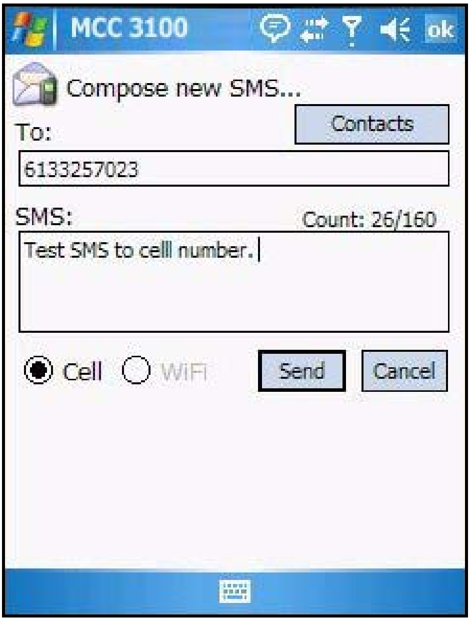
Compose an SMS view screen new message

Use the following procedure to compose a new message.

1. On the navigator bar, tap the **SMS View** icon.
2. On the command bar, select **Compose**.

   The Compose screen appears.

Figure 42: Compose screen



Compose new SMS...

To: 6133257023

SMS: Count: 26/160

Test SMS to celll number.

● Cell ○ WiFi

3. If necessary, select the appropriate option to change networks:
   - Cell for SMS messaging.
   - WiFi for Instant Messaging (MCS 5100 only).

   You can switch networks only if the MCC 3100 for Windows Mobile Dual Mode is set to operate in manual roaming mode. For more information, see "Network roaming mode selection" on page 43.
4. Enter a mobile phone number or SIP username in the To: field.
5. Type your message in the SMS box. Limit the message to 160 characters, maximum; some networks require shorter messages than 160 characters.
6. Press the **Send** key.
   The Sent folder stores a copy of the message. You receive a delivery notification message (indicating success or failure) if your administrator enables SMS Notification in the configuration settings.

If you send a message on the WIFi network, you must enter a valid SIP user name for a user in your domain.

Reply to a message

You can reply to a message that appears in your inbox.

1. On the navigation bar, tap the **SMS View** icon.
   The SMS View screen appears.
2. Select the **Inbox** folder.
3. Tap and hold a message, then select **Reply** from the menu or highlight a message and select **Reply** from the command bar.
   The Compose screen appears.
4. Type your message in the SMS box.
5. Press the **Send** key.
   The Sent folder stores a copy of the message. You receive a delivery notification message (indicating success or failure) if your administrator enables SMS Notification in the configuration settings.

Delete messages

The SMS application can store up to 50 incoming messages and 25 sent messages. If you exceed this limit, the system automatically deletes the oldest entry from the appropriate folder (Inbox or Sent). Use the following procedure to manually delete messages.

1. On the navigation bar, tap the **SMS View** icon.
   The SMS View screen appears.
2. Select one of the following folders:
   - Inbox
   - Sent
3. Tap and hold a message, then select **Delete** from the menu or highlight a message and select **Delete** from the command bar.
   The message is deleted from the folder.

Call a user

You can call someone who sent you a message.

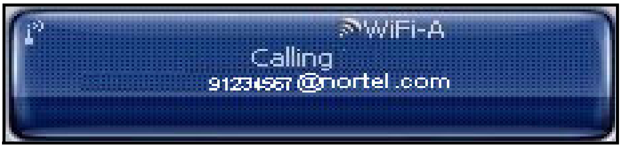
1. On the navigation bar, tap the **SMS View** icon.
   The SMS View screen appears.
2. Select one of the following folders:
   - Inbox
   - Sent
3. Tap and hold a message.
4. Select **Call**.

If you place the call from the WiFi network but the message originated in the cellular network, the Prefix Options screen appears, where you may select a PBX Prefix and Optional Prefix (if configured).

If you place the call from the cellular network but the message originated in the WiFi network, an edit box appears. Use it to amend the original SIP address before you place the call on the PSTN.

The Call Dialpad screen appears as the MCC 3100 for Windows Mobile Dual Mode dials the number. The status of the call appears in the dialpad display. See Figure 43.

Figure 43: Call status - calling


WiFi-A

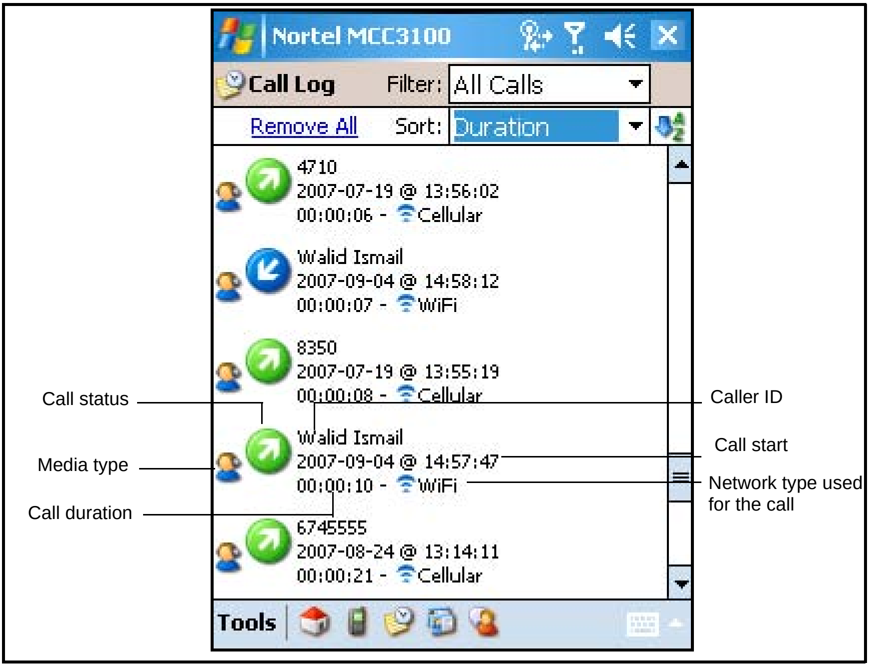
Calling

91234567@nortel.com

Call Log screen functions

The Call Log contains a history of received, dialed, and missed calls. You can filter and sort entries in the Call Log. You can also call someone from the Call Log. Figure 44 on page 86 shows the Call Log screen.

Figure 44: Call Log screen



Nortel MCC3100

Call Log Filter: All Calls

Remove All Sort: Duration

4710
2007-07-19 @ 13:56:02
00:00:06 - Cellular

Walid Ismail
2007-09-04 @ 14:58:12
00:00:07 - WiFi

8350
2007-07-19 @ 13:55:19
00:00:08 - Cellular

Walid Ismail
2007-09-04 @ 14:57:47
00:00:10 - WiFi

6745555
2007-08-24 @ 13:14:11
00:00:21 - Cellular

Tools

Call status
Media type
Call duration
Caller ID
Call start
Network type used for the call

The Call Log screen supports the following functions:

- “Call Log indicators” on page 87
- “Accessing the Call Log” on page 88
- “Filtering calls” on page 89
- “Sorting calls” on page 90
- “Calling from the Call Log” on page 90
- “Sending a message from the Call Log” on page 90
- “Clearing the Call Log” on page 91
- “Setting the size of the Call Log” on page 92

Call Log indicators

Table 9 shows the Call Log indicators.

Table 9: Call Log indicators (Part 1 of 2)

Indicator	Icon	Description
Call status	↗	Green arrow—outgoing call
	↙	Blue arrow—incoming call
	↘	Red arrow—missed call
Media type	👤	Audio—lists only audio calls
Network type	WiFi-A	WiFi A—wireless mode, automatic roaming
	WiFi-M	WiFi M—wireless mode, manual roaming
	Cellular-A	Cellular A—cellular mode, automatic roaming
	Cellular-M	Cellular M—cellular mode, automatic roaming
	No Service	No Service—no available network

Table 9: Call Log indicators (Part 2 of 2)

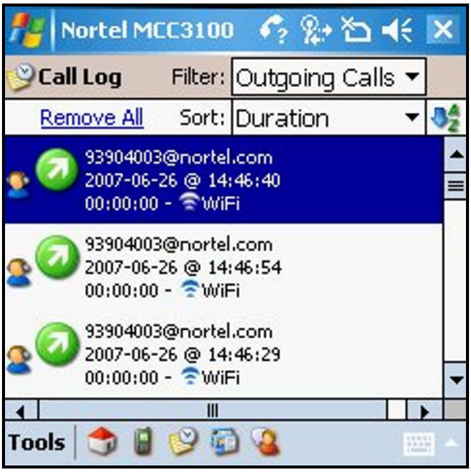
Indicator	Icon	Description
Caller ID	<name | number>	Caller number or name
Call Start	<date@time>	Date and time that the call started
Session duration	<HH:MM:SS>	Duration of call

Accessing the Call Log

You can access the Call Log to view a history of received, dialed, and missed calls.

1. On the navigation tool bar, tap the **Call Log** icon.
   The Call Log screen appears.

Figure 45: Call Log screen



Filter: Outgoing Calls

Sort: Duration

93904003@nortel.com
2007-06-26 @ 14:46:40
00:00:00 - WiFi

93904003@nortel.com
2007-06-26 @ 14:46:54
00:00:00 - WiFi

93904003@nortel.com
2007-06-26 @ 14:46:29
00:00:00 - WiFi

2. Use the slider bar at the right side of the screen to scroll through the list.

   The Missed Calls indicator reduces by one whenever you review, return, or delete a missed call from the Call Log screen.

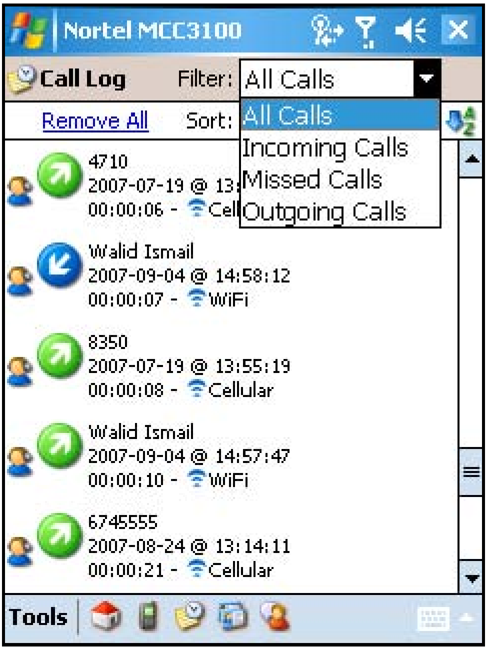
Filtering calls

Filter options control which calls display in the Call Log. The following filter options are available:

- All Calls (default)
- Incoming Calls
- Missed Calls
- Outgoing Calls

To filter calls, select a filter option from the Filter list. The Call Log displays calls for the filter option you select. See Figure 46.

Figure 46: Filter calls



Nortel MCC3100
Call Log
Filter:
All Calls
All Calls
Incoming Calls
Missed Calls
Outgoing Calls
Remove All
Sort:
Tools

4710
2007-07-19 @ 13:
00:00:06 - Cell

Walid Ismail
2007-09-04 @ 14:58:12
00:00:07 - WiFi

8350
2007-07-19 @ 13:55:19
00:00:08 - Cellular

Walid Ismail
2007-09-04 @ 14:57:47
00:00:10 - WiFi

6745555
2007-08-24 @ 13:14:11
00:00:21 - Cellular

Sorting calls

Use the sort options to control the order in which the Call Log lists the calls. The following sort options are available:

- Caller ID (default)
- Call Start
- Duration

By default, the list is sorted in descending order (A to Z). You can reverse the list to sort in ascending order (Z to A).

1. To sort calls, select a filter type from the Sort list.
2. Tap the Sort order button to change the order.
   The Call log shows calls for the sort option you select.
3. To change the sort order, tap the Sort order button.

Calling from the Call Log

Use the following procedure to call someone from the Call Log.

1. On the navigation bar, tap the **Call log** icon.
   The Call Log screen appears.
2. Do one of the following actions to initiate a call:
   - Tap and hold a Call Log entry, then select **Call This Person**.
   - Select a Call Log entry, and then tap the mobile device call key.

   If the call originated on cellular network and you return the call from the WiFi network, the Prefix Options screen appears, where you select a PBX Prefix and Optional Prefix (if configured).

   If the call originated on the WiFi network and you return the call from the cellular network, an edit box appears. Use it to amend the original SIP address before you place the call on the PSTN.

Sending a message from the Call Log

Use the following procedure to send a message to someone from the Call Log.

1. On the navigation bar, tap the **Call log** icon.
   The Call Log screen appears.
2. Tap and hold a Call Log entry, and then select **Send Text Message**.
   The SMS View screen appears.
3. On the command bar, select **Compose**.
   The Reply to SMS screen appears.
4. If necessary, select one of the following options to change networks:

- Cell—for SMS messaging
- WiFi—for instant messaging

   You can switch networks only if the MCC 3100 for Windows Mobile Dual Mode is set to operate in manual roaming mode. For more information, see "Network roaming mode selection" on page 43.

5. Type your message in the **SMS** box. Limit the message to a maximum of 160; some networks require less than 160 character messages.
6. Tap the **Send** button.

   A copy of the message is stored in the Sent folder. You receive a delivery notification message (indicating success or failure) if your administrator enables SMS Notification in the configuration settings.

If you send a message on the WiFi network, you must enter a valid SIP username for a user in your domain.

Clearing the Call Log

Use the following procedure to clear entries in the Call Log.

1. On the navigation bar, tap the **Call log** icon.
   The Call Log screen appears.
2. Do one of the following actions:
   - To clear a single Call Log entry, tap and hold the entry, select **Remove from Log**.
   - To clear all Call Log entries, tap **Remove All** at the top of the screen.

   The Missed Calls indicator reduces by one whenever you clear a missed call from the Call Log screen. It also reduces by one whenever you review or return a missed call from the Call Log screen.

Setting the size of the Call Log

You can change the maximum size of the Call Log, which is 100 lines by default. Use the following procedure to change the size of the Call Log.

1. Select **Tools** > **Settings**.
   The MCC 3100 for Windows Mobile Dual Mode Configuration screen appears.
2. Tap the **Advance** tab.
3. Use the Windows Mobile soft keyboard to enter the Call Log Size (lines).
4. After the configuration completes, tap the **OK** button in the upper right portion of the screen.

Contact List (Address book)

The MCC 3100 for Windows Mobile Dual Mode Contact List is integrated with the Windows Mobile Address Book. The Contact List supports the following functions:

- "Accessing the Contact List" on page 92
- "Adding a contact to the Contact List" on page 93
- "Calling a contact on the Contact List" on page 94

Accessing the Contact List

Use the following procedure to access your Contact List.

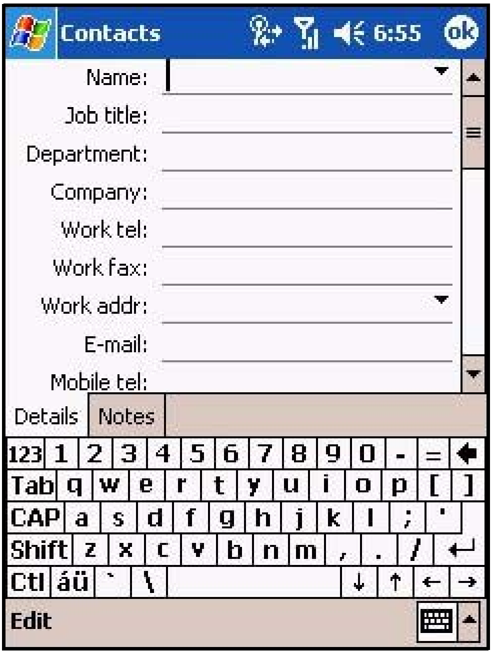
1. On the navigation bar or on the Windows Mobile Today screen, tap the **Contact List** icon.
   The Contacts List screen appears.
2. Use the navigational tools located at the top of the screen to sort the list and to search for contacts.

Adding a contact to the Contact List

Use the following procedure to add a contact to the Contact List.

1. On the navigation bar or on the Windows Mobile Today screen, tap the **Contact List** icon.The Contacts List screen appears.
2. Select **New Contact**.
   The Edit Contact screen appears.

Figure 47: Edit Contact screen


Contacts
6:55
ok
Name:
Job title:
Department:
Company:
Work tel:
Work fax:
Work addr:
E-mail:
Mobile tel:
Details
Notes
123 1 2 3 4 5 6 7 8 9 0 - =
Tab q w e r t y u i o p [ ]
CAP a s d f g h j k l ; '
Shift z x c v b n m , . /
Ctl áü ` \ ↓ ↑ ← →
Edit

3. Enter the contact personal information, including the name and telephone number.

   To facilitate outbound dialing and caller name display, the following numbers are required:

   - Home telephone: The contact home-based telephone number on the PSTN.
   - Mobile telephone: The contact mobile phone number on the cellular network.

- Work telephone: The contact business number on the PSTN or SIP username on the WiFi network. Typically, the SIP username is an extension number.

All other numbers are optional.

The contact name appears on the MCC 3100 for Windows Mobile Dual Mode display when you receive a cellular call from a number that matches Home tel, Mobile tel, or Work tel programmed in the Contact list.

4. Tap **OK**.

Calling a contact on the Contact List

You can use the stylus or the navigator button to select someone to call. The navigator button enables you to place the call with one hand when dialing the contact work, home, or cellular number.

1. Connect to the cellular or WiFi network. For more information, see “Logging on a network manually” on page 59.

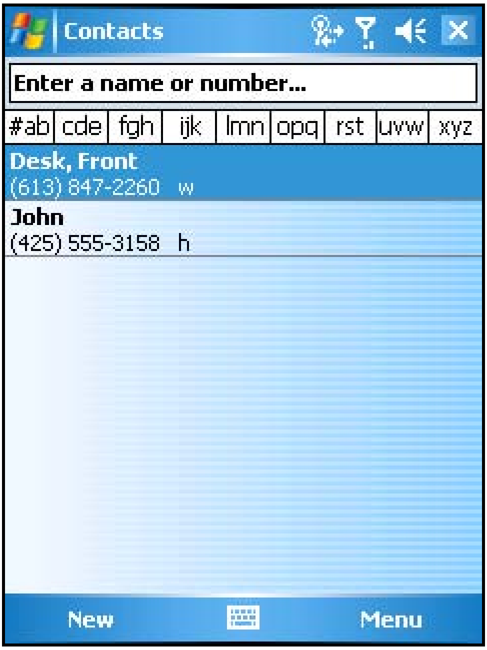
   A cellular network connection is required for calls to home, work, and mobile numbers. A WiFi network connection is required for calls to SIP usernames on the WiFi network. See “Adding a contact to the Contact List” on page 93.

2. On the navigation bar or on the Windows Mobile Today screen, tap the **Contact List** icon.The Contacts List screen appears.

3. Do one of the following actions to select a contact:

   - Use the stylus to scroll through the list. Tap and hold the contact you want to call.
   - Use the navigator button to scroll through the list. Press and hold the navigator button on the contact you want to call.

Figure 48: Contacts List screen



Contacts
Enter a name or number...
#ab
cde
fgh
ijk
lmn
opq
rst
uvw
xyz

Desk, Front
(613) 847-2260 w

John
(425) 555-3158 h

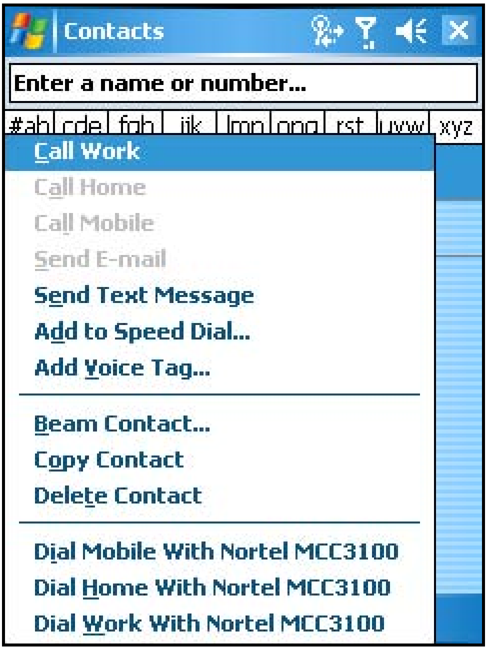
New
Menu

4. Scroll through the list and tap one of the following options:

- Dial Mobile with Nortel MCC3100
- Dial Home with Nortel MCC3100
- Dial Work with Nortel MCC3100

See Figure 49 on page 96.

Figure 49: Menu list


Contacts
Enter a name or number...
#ab
cde
fgh
ijk
lmn
opq
rst
uvw
xyz
Call Work
Call Home
Call Mobile
Send E-mail
Send Text Message
Add to Speed Dial...
Add Voice Tag...
Beam Contact...
Copy Contact
Delete Contact
Dial Mobile With Nortel MCC3100
Dial Home With Nortel MCC3100
Dial Work With Nortel MCC3100

The Call Dialpad screen appears and the MCC 3100 for Windows Mobile Dual Mode dials the number. The status of the call appears in the dialpad display.

Virtual Private Network connection management

A Virtual Private Network (VPN) connection allows you to communicate through the public internet but maintain privacy through the use of a tunneling protocol and security procedures.

You can be required to establish a VPN connection to your enterprise before you can use the MCC 3100 for Windows Mobile Dual Mode to access enterprise network resources.

The MCC 3100 for Windows Mobile Dual Mode supports multiple VPN profiles. Each profile requires a unique VPN connection. For example, you can use one VPN profile at home and another at the office. For information about how to manage your VPN profiles, see "VPN connections" on page 121.

After you define your VPN profile on the MCC 3100 for Windows Mobile Dual Mode, you can use them to establish a VPN connection. When you log in to the WiFi network, select a profile and complete the connection.

IMPORTANT!

The MCC 3100 for Windows Mobile Dual Mode supports only one active VPN connection.

IMPORTANT!

The Remember My Password check box is available the first time you connect to the VPN server. If you enable the check box, and the VPN server permits, the password is saved for subsequent connections. If the VPN Server does not allow the VPN password to be remembered, the check box is not available for subsequent connections to the VPN server.

Establishing a VPN connection

You can set up an automatic VPN connection from the MCC 3100 for Windows Mobile Dual Mode.

1. Select **Tools** > **VPN**.
2. Select the **Enable VPN** check box on the VPN Control Panel.
3. To use manual roaming mode to log on to the WiFi network, tap **WiFi Network**.To use automatic roaming mode to log on to the WiFi network, move within range of a WiFi access point.
4. Tap **Yes** in the VPN Connection dialog window.
   The VPN Control Panel appears.
5. Select a VPN profile from the list.
6. Tap **Connect**.
7. Enter your extended authentication ID and password, if prompted.
8. Tap **OK**.

   The VPN connection icon on the VPN Control Panel changes from unlocked to locked to indicate that the tunnel is connected.

Establishing a VPN connection manually

You can set up a manual VPN connection from the MCC 3100 for Windows Mobile.

1. Select **Tools** > **VPN**.
   The VPN Control Panel appears.
2. Select a VPN profile from the list.
   The VPN Control Panel appears.
3. Tap **Connect**.
4. Enter your extended authentication ID and password, if prompted.
5. Tap **OK**.
   The VPN connection icon on the VPN Control Panel changes from unlocked to locked to indicate that the tunnel is connected.

Disconnecting a VPN connection

Use the following procedure to disconnect the active VPN connection.

1. Select **Tools** > **VPN**.
   The VPN Control Panel appears.
2. Tap **Disconnect**.
   The active VPN connection disconnects. The VPN connection icon on the VPN Control Panel changes from locked to unlocked.
   🔒
   🔓

Appendix A: Manual setup

Enter your settings directly in the Nortel Mobile Communication Client (MCC) 3100 for Windows Mobile Dual Mode interface.

Before you begin, complete the following procedures:

- "Installing the MCC 3100 for Windows Mobile Dual Mode software" on page 21
- "Installing the license key" on page 28

The system administrator enters the manual configuration settings. If you enter incorrect values, the MCC 3100 for Windows Mobile Dual Mode can disconnect from the call control server. The following settings are available:

- "Line settings" on page 101
- "Proxy settings" on page 103
- "Firewall settings" on page 104
- "Audio settings" on page 105
- "Advance settings" on page 107
- "Dialing Plan settings" on page 111
- "Phone security settings" on page 112

Line settings

Use this procedure to configure Line 1 on the MCC 3100 for Windows Mobile Dual Mode.

1. On your mobile device, select **Start** > **Programs**.
   The Programs screen appears.
2. Tap the **Nortel MCC3100** icon.
   The Home screen appears.
3. Select **Tools** > **Settings**.
   The MCC 3100 for Windows Mobile Dual Mode screen appears.

4. Tap the **Line 1** tab located at the bottom section of the screen. The Line 1 panel appears.

   Your updated configuration settings are automatically downloaded and you can begin to use the MCC 3100 for Windows Mobile Dual Mode.

5. Configure the settings listed in Table 10 on page 102.

Table 10: Line 1 configuration fields (Part 1 of 2)

Address	The SIP username of the line, which can be a name such as John or an extension number such as 2701. For example, enter 2701, not 2701@domain.com. When the user places a call, the system adds an @ symbol followed by the domain name to create a complete SIP address. For CS 1000, the SIP username must match the Authentication ID.
Display Name	The name that other users see on their devices (if supported) when you engage in a call or SIP message session (SMS).
Line Type	Always “Private”.
Line Label	The label that appears on the WiFi line button in the Call Dialpad screen. The label is restricted to a maximum of three alphanumeric characters. The default label is P1.
Authentication: ID	Your SIP authentication username (for example, johnSmith). For CS 1000, your SIP authentication username must match the Authentication ID.
Authentication: Password	Your SIP authentication user password (for example, 95786).

Table 10: Line 1 configuration fields (Part 2 of 2)

Call Forward Always	Select this check box to forward all incoming WiFi calls to the number specified. You can also enable this feature on the Home screen. See "Enabling Call Forward (WiFi only)" on page 58.
Call Forward Reminder	If you enable WiFi call forwarding, the mobile device briefly rings whenever a call forwards to the number you specify.
Call Forward To	The phone number, SIP URI, or voice mailbox to which WiFi calls forward. To ensure that you have entered a valid telephone number or SIP URI, perform the following test: **1** Enable the Call Forwarding feature. **2** From another device, call the address for this line (your phone or extension number). **3** If the call forwards, the feature is configured correctly. If the call does not forward (you hear nothing), the feature is not configured correctly and you must enter a new phone number or SIP URI.

6. Tap **Apply** to accept your changes or **Undo** to start again.

Proxy settings

Use the following procedure to configure Proxy settings on the MCC 3100 for Windows Mobile Dual Mode.

1. From any screen, select **Tools** > **Settings**.
   The MCC 3100 for Windows Mobile Dual Mode screen appears.
2. Tap the **Proxy** tab.
   The Proxy panel appears.

3. Configure the settings listed in Table 11 on page 104.

Table 11: Proxy configuration fields

Domain	The SIP domain at which the MCC 3100 for Windows Mobile Dual Mode registers. MCC 3100 for Windows Mobile Dual Mode adds an @ followed by the domain name to SIP usernames that you enter.
Primary ECS Server	The IP address of the primary Enterprise Communication Server. Use one of the following formats: IP address, DNS A record, or DNS SRV record. Examples: IP address—192.168.1.10 DNS A record—sip.firsthand.com DNS SRV record—_sip._tcp.sipquest.com
Primary ECS Port	The UDP port number the primary Enterprise Communication Server uses to receive SIP messages. The default is port 5060.
Alternate ECS Server	The IP address of the primary Enterprise Communication Server, if implemented.
Alternate ECS Port	The UDP port number the alternate Enterprise Communication Server uses to receive SIP messages.

4. Tap **Apply** to accept your changes or **Undo** to start again.

Firewall settings

Use the following procedure to configure Firewall settings on the MCC 3100 for Windows Mobile Dual Mode.

1. From any screen, select **Tools** > **Settings**.
   The MCC 3100 for Windows Mobile Dual Mode screen appears.
2. Tap the **Firewall** tab.
   The Firewall panel appears.

3. Configure the settings listed in Table 12 on page 105.

Table 12: Firewall configuration fields

Pinhole Timer (seconds)	If you select STUN as the Discovery Method, set the Pinhole Timer to a value between 10 seconds and 3 minutes to keep the firewall port open. If you select None as the Discovery Method and you clear Enable WiFi Standby in the Advanced settings, set the Pinhole Timer to a value between 30 seconds and 3 minutes. This maintains a permanent WiFi connection, which is necessary if you want to make and receive WiFi calls at any time. Whenever possible, use a higher value (2 minutes or more) to conserve battery life.
Discovery Method	Select None or STUN. If STUN is selected, Stun Server and Stun Port fields appear.
Stun Server	Enter the hostname or IP address of the Stun Server
Stun Port	Enter a port number. Default is 3478

4. Tap **Apply** to accept your changes or **Undo** to start again.

Audio settings

Use the following procedure to configure Audio settings on the MCC 3100 for Windows Mobile Dual Mode.

1. From any screen, select **Tools** > **Settings**.
   The MCC 3100 for Windows Mobile Dual Mode screen appears.
2. Tap the **Audio** tab.
   The Audio panel appears.

3. Configure the settings listed in Table 13 on page 106.

Table 13: Audio configuration fields (Part 1 of 2)

Packetization Rate (ms)	Select the packetization rate for the voice portion of RTP packets. Configure a value in 10 millisecond increments, from 10 to 40 milliseconds. The default is 20 milliseconds for all codecs.
Echo Suppression	Echo suppression reduces the possibility that you hear your own voice while you engage in a WiFi call. On HTC TyTn and 6800 devices, echo suppression automatically enables when you use the system speaker and automatically disables when you use the ear piece. You cannot change this operation; nor can you enable or disable the “Echo Suppression” parameter. On all other devices, you can enable and disable the “Echo Suppression” parameter if the MCC 3100 for Windows Mobile Dual Mode does not engage in a call.
	When you enable “Echo Suppression”, the following settings take effect: • maximum echo suppression for WiFi calls • half-duplex audio through the system speaker When you disable "Echo Suppression", the following settings take effect: • no echo suppression for WiFi calls • full-duplex audio through the system speaker

Table 13: Audio configuration fields (Part 2 of 2)

VAD/CNG	If you select Voice Activity Detection/Comfort Noise Generation (VAD/CNG), voice-based RTP packets do not send during periods of silence, potentially saving bandwidth for WiFi calls. This option enables by default. Only VAD is supported with G.729.
In-Band DTMF	If you select In-Band DTMF, DTMF tones generate with in-band signalling. If you do not select In-Band DTMF, DTMF tones generate with out-of-band signalling using specialized RTP headers (RFC 2833). This option disables by default.
Available Codec(s)	Use the Up and Down buttons to assign priority settings to the available audio codecs. Codec [1] has the highest priority and is offered first during negotiation. Use the Add and Remove buttons to enable and disable codecs on the list.

4. Tap **Apply** to accept your changes or **Undo** to start again.

Advance settings

Use the following procedure to configure Advance settings on the MCC 3100 for Windows Mobile Dual Mode.

1. From any screen, select **Tools** > **Settings**.
   The MCC 3100 for Windows Mobile Dual Mode screen appears.
2. Tap the **Advance** tab.
   The Advance panel appears.
3. Configure the settings listed in Table 14 on page 107.

Table 14: Advance configuration fields (Part 1 of 5)

PBX Type	Select the type of Nortel PBX used by your enterprise, either CS 1000 or MCS 5100.

Table 14: Advance configuration fields (Part 2 of 5)

Proxy heartbeat (sec)	The interval, in seconds, that the MCC 3100 for Windows Mobile Dual Mode tests the connection to the primary proxy server by sending OPTIONS request messages. The MCC 3100 for Windows Mobile Dual Mode continues to send these messages even while the primary proxy is unavailable. The default and minimum configurable value is 5 seconds.
SBR Prefix	Enter the prefix for source-based routing (SBR) defined on the Nortel PBX. Users must ensure that the MCC 3100 for Windows Mobile Dual Mode application is configured properly: • Tools > Settings > Line 1 tab—Address must be a number to which the SPS can route. • Tools > Settings > Advanced—SBR Prefix provides the SIP Phone context.
Reg. Expires (secs)	The login timeout between SIP registrations. The default is 3600 seconds (1 hour).
Call Log Size (lines)	The size of the device main memory limits the call log size. Specifying a large value can negatively impact device performance. The default value is 100 lines.

Table 14: Advance configuration fields (Part 3 of 5)

Lock Screen	Select “All Calls” to enable the automatic screen lock; select “Never” to disable it (default). If you enable this feature, you deactivate all keys, buttons and menus whenever you engage in a call (incoming or outgoing). A manual screen lock is also available for GSM devices. See “Phone security settings” on page 112. The screen only disables the MCC 3100 for Windows Mobile Dual Mode application, not the device itself.
SMS Notification	If you select Yes, the system returns a success or failure notification message for every SMS or IM that the user sends. If you select No, the user does not receive notification messages.
Conference ID	The conference ID that matches the ad hoc conference name on the call control server.
IP Address	The IP address of the Mobile Console obtained by DHCP. This field is display only.
MAC Address	The Auto Configuration feature uses the MAC address of the device. This field is display only.

Table 14: Advance configuration fields (Part 4 of 5)

Alpha To digit (0-9)	If the device includes a hardware keyboard, but the keyboard lacks a numeric dialpad, configure alpha to digit mapping to use the keyboard alphanumeric keys to dial telephone numbers. For example, if 0 is located on the same key as A, enter A as the first character of the map. Enter the character corresponding to 1 up to 9. After you program the map, select the Active check box. If you misconfigured the alpha to digit map or if you do not select the Active check box, select the shift key before you select an alphanumeric key on the device hardware keyboard.
Alpha To digit Active	Select this check box to enable alpha to digit mapping. This enables by default when you install the MCC 3100 for Windows Mobile Dual Mode on any device that does not support the Call Dialpad. When you enable alpha to digit mapping, the mapped keys function as numeric keys. For example, if 0 is mapped to A, the A key always functions as the 0 key. Disable alpha to digit mapping to restore alphabetic functionality.
SIP Voice Mail	Enter the SIP address to access the enterprise voice mail server to access your mailbox on the WiFi network directly from the MCC 3100 for Windows Mobile Dual Mode. The method you use to call your mailbox varies from one device to another. Possible methods include: • Tap and hold Mailbox key on Call Dialpad • Tap and hold the 1key on Call Dialpad • Tap and hold the 1 key on device keyboard (requires alpha to digit mapping

Table 14: Advance configuration fields (Part 5 of 5)

Enable WiFi Standby	If you select this check box, the mobile device enters standby mode whenever it is switches off (for example, you press the Power button or the activity timer expires). In standby mode, the device backlight, touch and audio are off, and the range of the WiFi radio reduces, but the system remains active and the MCC 3100 for Windows Mobile Dual Mode can continue to receive calls and messages. If you clear this check box, the mobile device power downs when it is switches off and the MCC 3100 for Windows Mobile Dual Mode cannot receive calls and messages.
Turn Off if WiFi Unregistered for	If you select “Enable WiFi Standby”, you can specify a timeout period of 1 to 120 minutes. This causes the mobile device to turn off when it is in standby mode and when you unregister from the WiFi network for longer than the period of time you specify. If you clear this check box the device power status is unaffected by the WiFi network connection.

4. Tap **Apply** to accept your changes or **Undo** to start again.

Dialing Plan settings

Use the following procedure to configure Dialing Plan settings on the MCC 3100 for Windows Mobile Dual Mode.

1. From any screen, select **Tools** > **Settings**.
   The MCC 3100 for Windows Mobile Dual Mode screen appears.
2. Tap the **Dialing Plan** tab.
   The Dialing Plan panel appears.

3. Configure the settings listed in Table 15 on page 112.

Table 15: Dialing Plan configuration fields

PBX Prefix	If you place a call on the WiFi network, select the PBX Prefix in order to route the call to a PBX. For example, if you dial 3257023 and then select a PBX Prefix 9, the ultimate number is 9 325 7023. The PBX removes the 9 and before the call forwards to a destination outside the WiFi network (PSTN).
Optional Prefix	If you place a call on either the cellular or WiFi network, select an Optional Prefix to insert in the number you dial. Typical Optional Prefixes include areas codes (for example, 416) and country codes (for example, 33). For WiFi calls, you can use the Optional Prefix in conjunction with the PBX Prefix. For example, if you dial 325 7023 and select a PBX Prefix 9 and an Optional Prefix 905, the ultimate number is 9 905 3257023. If you require multiple Optional Prefixes, separate each entry with a comma (for example, 416, 905, 613).

4. Tap **Apply** to accept your changes or **Undo** to start again.

Phone security settings

Phone security settings are available for GSM devices only. Use the following procedure to program the phone security settings.

1. From any screen, select **Tools** > **Settings**.
   The MCC 3100 for Windows Mobile Dual Mode screen appears.
2. Tap the **Phone Security** tab and configure the following:
   — Lock or unlock your device:

- Enter the Personal Identification Number (PIN) (4 to 8 numeric digits) in the **Enter PIN** field.
  Use the PIN to lock the Subscriber Identification Module (SIM) in the mobile device and to prevent unauthorized access to the GSM cellular network. Your service provider gives you a default PIN, which you can change. If you forget your PIN, you must contact your service provider to obtain a PIN unlock key (PUK).
- Select the **Lock** button to lock or unlock your device.
  To lock your device, enter the PIN after you register with the GSM network.

— Change the PIN:

- Type the old password in the **Enter PIN** field.
- Select the **Lock** button to lock the device. You must lock the device you can change the PIN.
- Type the new password (4 to 8 numeric digits) in the **Enter new PIN** field.
- Re-enter the new password in the **Confirm New PIN** field.
- Select the **Change** button to activate the new PIN. You can now use the new PIN to lock or unlock the device.

IMPORTANT!

You must remember your PIN. If you enter an incorrect PIN five times, you must enter a PIN unlock key (PUK). Contact your service provider to obtain your PUK.

Appendix B:Configuring CDMA or GSM features on your phone

The following procedure provides what is typically available on Code Division Multiple Access (CDMA) and Global System for Mobile Communications (GSM) networks.

Settings are specific to your device. See your device documentation to confirm the services your device supports.

Your cellular service provider can offer a different selection of services than the services listed in Table 16 on page 116 and Table 17 on page 117. For more information, see your mobile device guide.

1. Select **Tools** > **Cellular Services**.
   The Cellular Service Configuration screen appears. Tap the tabs located at the bottom of the screen to access the configuration panels.
2. To update the CDMA or GSM cellular services settings, perform the following actions:
   a. Select the **Services** tab.
   b. Select a service from the list.
   c. Tap the **Get Settings** button.
   d. Configure the CDMA or GSM cellular services settings.

   To configure CDMA cellular settings, see Table 16 on page 116.

   To configure GSM cellular settings, see Table 17 on page 117.

Table 16 shows the CDMA phone service configuration fields.

Table 16: CDMA phone service configuration fields (Part 1 of 2)

Field name	Description
Location Setting	If you select On (the default), your current position is detected, which enables the delivery of CDMA network services. If you select Off, your position is hidden, which prevents the delivery of all CDMA network services with the exception of emergency services. For example, 911.
Preferred Serving System	If you select Standard, you can roam outside the network where the mobile device is registered. If you select Home Network, you are restricted to the network where the mobile device is registered. Supplemental fees are charged for roaming services.
TTY Mode	If you select Full Mode, you can attach a Teletype (TTY) device to the mobile device and communicate with other TTY users. A device with TTY support is able to translate typed characters to voice. Voice can also be translated into characters and then displayed on the TTY. If you select Off (the default), TTY is disabled.
Alert	If you enable this parameter, the mobile device plays an alert tone every time CDMA network service is acquired or lost. Enabled by default.
Automatic pickup	If you select this check box, the mobile device automatically answers incoming calls as they are received.

Table 16: CDMA phone service configuration fields (Part 2 of 2)

Field name	Description
Talk after x rings	If you select Automatic Pickup, select the number of times the mobile device rings before it answers incoming calls. The default is three rings; the range is from one to six rings.

Table 17 shows the GSM phone service configuration fields.

Table 17: GSM phone service configuration fields (Part 1 of 3)

Field name	Description
Call Barring	Use the settings on this screen to block certain categories of incoming or outgoing calls on the mobile device. The options to block incoming cellular calls are as follows: • Off • All calls • When roaming • Off The options to block outgoing cellular calls are as follows: • Off • All calls • International • International except to home country

Table 17: GSM phone service configuration fields (Part 2 of 3)

Field name	Description
Caller ID	Select whether your caller ID is presented to one of the following options: • everyone that you call on the cellular network • no one that you call on the cellular network
Call Forwarding	Use the settings on this screen to configure the call forwarding options for incoming cellular calls. • Forward all incoming cellular phone calls. — Select the check box and enter the number. • Forward cellular phone calls only if: No answer — Select the check box, enter the number, and select the time the system waits before forwarding calls (between 5 and 30 seconds). • Forward cellular phone calls only if: Unavailable — Select the check box and enter the number. • Forward cellular phone calls only if: Busy — Select the check box and enter the number.
Call Waiting	If you select Notify Me (the default), while a call is in progress, a tone or a notification dialog indicates another incoming call. You can place the first call on hold to answer the other incoming call.

Table 17: GSM phone service configuration fields (Part 3 of 3)

Field name	Description
Voice Mail and Text Messages	• Enter the Voice Mail server host name or IP address. • Enter the phone number of the SMS text message service center (required by SIM card).
Fixed Dialing	The Fixed Dial Number (FDN) mode, if supported by your Subscriber Identity Module (SIM) card, allows restriction of outgoing calls to a limited set of phone numbers.

3. Select **OK**.

Appendix C:VPN connections

Your system administrator provides the VPN connection details.

You can add up to 8 VPN profiles, each of which defines a unique VPN connection. You can also edit and delete VPN profiles.

Adding a VPN profile

Use the following procedure to add a VPN profile.

1. Tap **Tools** > **VPN**.
   The VPN Control Panel appears.
2. Tap **Create Profile**.
   The New Profile dialog appears.
3. Enter the new VPN profile name.
4. Tap **OK**.
5. Tap the **Gateway** tab and configure the following fields:
   - Gateway type
   - Destination
   - Enable Perfect Forward Secrecy (PFC)

For more information, see Table 18.

Table 18: Gateway fields (Part 1 of 2)

Field name	Description
Gateway Type	Select the type of VPN gateway that your enterprise uses.
Destination	Enter the IP address or fully qualified host name (For example, myhost.example.com) of the VPN gateway.

Table 18: Gateway fields (Part 2 of 2)

Field name	Description
Enable Perfect Forward Secrecy (PFS)	Select this check box to enable Perfect Forward Secrecy (PFS). You must use the same PFS setting on both ends of the connection.

6. Tap the **Authentication** tab and configure the following fields:
    - Authentication
    - Group Authentication ID
    - Group Authentication Password
    - Extended Authentication ID Type
    - Extended Authentication ID
    - Extended Authentication Password

For more information, see Table 19.

Table 19: Authentication fields (Part 1 of 2)

Field name	Description
Authentication	Select a VPN authentication method. The options are as follows: • PSK—Pre-shared Key, regular • PKI—Public Key Infrastructure certificate • PSK, Extended Auth.—Pre-shared Key, extended • PKI, Extended Auth.—PKI certificate, extended

Table 19: Authentication fields (Part 2 of 2)

Field name	Description
	If you select PSK (regular or extended) as the VPN authentication method, the following fields display: • Group Authentication ID • Group Authentication Password • Extended Authentication ID Type • Extended Authentication ID • Extended Authentication Password
Group Authentication ID	Enter the ID for group authentication.
Group Authentication Password	Enter the password for group authentication.
Extended Authentication ID Type	Select the ID type for extended authentication.
Extended Authentication ID	Enter the ID for extended authentication.
Extended Authentication Password	Enter the password for extended authentication.
You can leave the ID and password fields blank. You are prompted to enter the ID and password every time you start a VPN connection.	

7. Tap the **IKE Proposal** tab and configure the following fields:
   - Use Default IKE Proposal
   - Automatic rekey

For more information, see Table 20.

Table 20: IKE Proposal fields

Field name	Description
Use Default IKE Proposal	Select the check box to use the default IKE proposal, or clear the check box to configure a customized IKE proposal. If the check box is cleared, you can modify the following fields: • IKE Group • IKE Cipher • IKE Hash • IKE PRF • IKE Lifetime
Automatic rekey	Select the check box to perform an automatic rekey when the IKE lifetime expires.

8. Tap the **IPSec Proposal** tab and configure the following fields:
    - Use Default IPSec Proposal
    - Automatic rekey

For more information, see Table 21.

Table 21: IPSec Proposal fields

Field name	Description
Use Default IPSec Proposal	Select the check box to use the default IKE proposal, or clear it to configure a customized IKE proposal. If it is cleared, you can modify the following fields: • IPSec Group • IPSec Cipher • IPSec Hash • IPSec Lifetime
Automatic rekey	Select the check box to perform an automatic rekey when the IPSec lifetime expires.

9. Tap **Save Profile**.

   The new profile is added to the Profiles list.

10. Select the **Enable VPN** check box to activate the VPN profile for WiFi network connections.

Editing a VPN profile

Use the following procedure to edit a VPN profile.

1. Tap **Tools** > **VPN**.
   The VPN Control Panel appears.
2. From the **Profiles** list, select a profile.
3. Tap **Edit Profile**.
4. Edit the profile.
5. Tap **Save Profile** to save your changes.

Deleting a VPN profile

Use the following procedure to delete a VPN profile.

1. Tap **Tools** > **VPN**.
   The VPN Control Panel appears.
2. Select a profile from the **Profiles** list.
3. Tap **Delete Profile**.
4. Tap **Yes** to confirm the deletion.

Appendix D:Call sessions for mobile devices

The Mobile Communication Client (MCC) 3100 for Windows Mobile Dual Mode supports a different number of call sessions, depending on whether it is a Code Division Multiple Access (CDMA) or a Global System for Mobile Communications (GSM) mobile device.

Table 22 on page 127 shows the maximum number of call sessions supported on a CDMA mobile device.

Table 22: CDMA device maximum number of call sessions

Call type by network	Maximum number of call sessions
Cell only	1
WiFi only	6 maximum
Cell/WiFi mix	Mix not possible

Table 23 on page 127 shows the maximum number of call sessions supported on a GSM mobile device.

Table 23: GSM device maximum number of call sessions

Call type by network	Maximum number of call sessions
Cell only	2 active (1 in call; 1 in hold) or 1 incoming
WiFi only	6 maximum
Cell/WiFi mix	1 cell and 6 WiFi

Acronyms

Table 24 lists the acronyms used in this guide.

Table 24: Acronyms

Acronym	Full Name
AES	Acoustic Echo Suppression
AP	Access Point
CDMA	Code Division Multiple Access
CFW	Call Forward all calls
CNG	Comfort Noise Generation
CS	Communication Server
DND	Do Not Disturb
DNS	Domain Naming Service
DSCP	Differentiated Services Code Point
DTMF	Dual Tone Multi Frequency
EF	Expedited Forwarding
FQDN	Fully Qualified Domain Name
GSM	Global System for Mobile Communications
LAN	Local Area Network
MCS	Multimedia Communication Server
MCC	Mobile Communication Client
PFS	Perfect Forward Secrecy
PBX	Private Branch Exchange
PSTN	Public Switched Telephone Network
PUK	Pin Unlock Key

Table 24: Acronyms

Acronym	Full Name
RTP	Real-Time Transport Protocol
SIM	Subscriber Identity Module
SIP	Session Initiation Protocol
SMS	Short Message Service
STUN	Simple Traversal of Universal Dialing Plan
UDP	Uniform Dialing Plan
URI	Universal Resource Identifier
URL	Universal Resource Locator
VAD	Voice Activity Detection
VPN	Virtual Private Network
WLAN	Wireless Local Area Network
WiFi	Wireless Fidelity

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Nortel Mobile Communication 3100 Series Portfolio

Nortel Mobile Communication Client 3100 for Windows Mobile Dual Mode

User Guide

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